I would now like to ask you some questions about your local bus services. That is the public bus services that run in your area. Do not include coach services or private bus services. We are interested in your views even if you do not use local buses.

(1) Continue Press <1> to continue

Do the bus services from the nearest bus stop go to any of the places where you would want to go?

Please code all that apply.

SET [10] OF

(1) Shop Yes - to local shops/shopping centres
(2) Work Yes - to place of work
(3) Gpra Yes - to doctor's surgery
(4) Hosp Yes - to hospital
(5) Educ Yes - to school/college/university
(6) Famre Yes - to where friends/relatives live
(7) Medic Yes - to other medical services
(8) Ameni Yes - to other local services (e.g. to the bank or post office)
(9) Other Yes - to other places
(10) No No
(11) Dontk Don't know (Spontaneous only)
**MBA_6**

NBA7
How often do you travel by local bus?

- (1) Evdy Every day
- (2) Twods More than twice a week but not everyday
- (3) Onces Once or twice a week
- (4) Leswe Less than once a week but more than twice a month
- (5) Oncmo Once or twice a month
- (6) Lessm Less than once a month but more than twice a year
- (7) Onoty Once or twice a year
- (8) Lofn Less often
- (9) Never Never

**MBA_7M**

NBA7M
What types of journey have you made by bus in the last 12 months?

Please code all that apply.

SET [9] OF

- (1) Trav Travel to local shops/shopping centres
- (2) Trawo Travelling to/from work
- (3) Trasc Travel to/from school/college/university (include accompanying children)
- (4) Trabus Travel on company business (or on own if self-employed)
- (5) Frela Visiting friends/relatives
- (6) Traper Travel on personal business (e.g. to dentist)
- (7) Trahol Travel to/from holiday
- (8) Daout Days out (e.g. visits)
- (9) Oleis Other leisure trips
- (10) Otrav Other (Please specify)
**ASK IF:** DMHSIZE >= 1
**AND:** (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson) 
**AND:** (QDataBag.Country = England) OR (QDataBag.Country = Wales)

**MBA_7c**

Can I check, do you have a bus pass issued by your local authority for concessionary bus fares?. These passes are issued to people with certain disabilities or older people.

1. Yes  Yes
2. No  No

**ASK IF:** DMHSIZE >= 1
**AND:** (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson) 
**AND:** (QDataBag.Country = England) OR (QDataBag.Country = Wales) 
**AND:** MBA_7C = Yes

**MBA_7NEW**

Since you received your bus pass would you say that you use buses...

1. Lotmore  A lot more often
2. Litmore  A little more often
3. Same  About the same
4. Lless  A little less often
5. Lotless  A lot less often
6. Dontkno  Don’t know (spontaneous only)

**ASK IF:** DMHSIZE >= 1
**AND:** (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

**Intro3**

I would now like to ask you about your views of local bus services. Even if you have not used local bus services recently please give me your impression from what you know or have heard.

1. Continue  Press <1> to continue
ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_8

N BA9
HOverall, how would you rate the quality of local bus services?

(1) Very  Very good
(2) Fair  Fairly good
(3) Mid  Neither good nor poor
(4) poorf  Fairly poor
(5) Verp  Very poor
(6) Dontk  Don't know (Spontaneous only)

Intro4

I'm going to read out some factors related to local bus services. Please rate the following based on your own experience or on what you have heard or read.

(1) Continue  Press <1> to continue

ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_10

N BA11
(How would you rate.)
HThe availability of information about bus times before the start of your journey?

(1) Very  Very good
(2) Fair  Fairly good
(3) Mid  Neither good nor poor
(4) poorf  Fairly poor
(5) Verp  Very poor
(6) Dontk  Don't know (Spontaneous only)
ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_11

N BA11
(How would you rate.)
The availability of information about bus fares before the start of your journey?

1. Very Very good
2. Fair Fairly good
3. Mid Neither good nor poor
4. poorf Fairly poor
5. Verp Very poor
6. Don't know (Spontaneous only)

ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_12

N BA11
(How would you rate.)
The provision of real time information on times at local bus stops/stations?

1. Very Very good
2. Fair Fairly good
3. Mid Neither good nor poor
4. poorf Fairly poor
5. Verp Very poor
6. Don't know (Spontaneous only)

ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_13

N BA11
(How would you rate.)
The frequency of local bus services?

1. Very Very good
2. Fair Fairly good
3. Mid Neither good nor poor
4. poorf Fairly poor
5. Verp Very poor
6. Don't know (Spontaneous only)
ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_14

N BA11
(How would you rate.)
HThe reliability and punctuality of local bus services?
(1) Very Very good
(2) Fair Fairly good
(3) Mid Neither good nor poor
(4) poor Fairly poor
(5) Verp Very poor
(6) Dontk Don't know (Spontaneous only)

ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_15

N BA11
(How would you rate.)
HThe number of places you can get to by local buses?
(1) Very Very good
(2) Fair Fairly good
(3) Mid Neither good nor poor
(4) poor Fairly poor
(5) Verp Very poor
(6) Dontk Don't know (Spontaneous only)

ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_16

N BA11
(How would you rate.)
HThe cost of local bus fares?
(1) Very Very good
(2) Fair Fairly good
(3) Mid Neither good nor poor
(4) poor Fairly poor
(5) Verp Very poor
(6) Dontk Don't know (Spontaneous only)
**MBA_17**

N BA11
(How would you rate.)
HThe on-board comfort of travelling on local buses?

(1) Very Very good
(2) Fair Fairly good
(3) Mid Neither good nor poor
(4) poor Fairly poor
(5) Verp Very poor
(6) Don'tk Don't know (Spontaneous only)

**MBA_18**

N BA11
(How would you rate.)
HThe simplicity of bus routes/the number of changes that you have to make?

(1) Very Very good
(2) Fair Fairly good
(3) Mid Neither good nor poor
(4) poor Fairly poor
(5) Verp Very poor
(6) Don'tk Don't know (Spontaneous only)

**MBA_19**

N BA11
(How would you rate.)
HThe levels of personal safety from crime or threatening behaviour at local bus stops/stations?

(1) Very Very good
(2) Fair Fairly good
(3) Mid Neither good nor poor
(4) poor Fairly poor
(5) Verp Very poor
(6) Don'tk Don't know (Spontaneous only)
MBA_20

N BA11
(How would you rate.)
HThe levels of personal safety from crime or threatening behaviour when travelling on local buses?

(1) Very Very good
(2) Fair Fairly good
(3) Mid Neither good nor poor
(4) poorf Fairly poor
(5) Verp Very poor
(6) Dontk Don’t know (Spontaneous only)

MBA_21

N BA11
(How would you rate.)
HThe politeness/helpfulness of staff on local buses?

(1) Very Very good
(2) Fair Fairly good
(3) Mid Neither good nor poor
(4) poorf Fairly poor
(5) Verp Very poor
(6) Dontk Don’t know (Spontaneous only)
ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStrt[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStrt[QHHSORT.NewPer].PersProx = InPerson)
AND: NOT (Bus IN MAE.MAE_1M[]) OR (((MBA_6 = Lessm) OR (MBA_6 = Onoty)) OR (MBA_6 = Lofn)) OR (MBA_6 = Never))

MBA_24M

H Why don't you use local bus services (more often)? You can give more than one answer? Please code all that apply. Do not prompt

SET [17] OF
(1) Frenf Buses are not frequent enough/ run when I need them
(2) Epic Journeys take too long by bus
(3) Ceas It's easier/more convenient by car
(4) Quica It's quicker by car
(5) Farhi Bus fares are too high
(6) Cheap It's cheaper by car
(7) Nosav I don't know what bus services are available
(8) Unrel Bus aren't reliable enough
(9) Tracc I have difficulty getting on and off buses /to the bus stop/station
(10) Safr I don't feel safe on the buses /at bus stops/stations
(11) Uncom Buses are not very comfortable / clean
(12) Nroute Buses do not go to/ go directly to places where I want to go
(13) Pedcy I prefer to walk/cycle
(14) Anti-social behaviour from other passengers
(15) I do not know where my local bus stop is
(16) Difficult to plan journey or find out timetable information
(17) Sothe Other(Please specify)

ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStrt[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStrt[QHHSORT.NewPer].PersProx = InPerson)
AND: Sothe IN MBA_24M

Spec24M

Interviewer, please record other reason.

STRING[255]

COMPUTE IF: DMHSIZE >= 1
AND: (QTIStart.QIStrt[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStrt[QHHSORT.NewPer].PersProx = InPerson)

Count1 := MBA_24M.CARDINAL
**MBA_25**

And what is the main reason you don't use local bus services (more often)?

Code one only. Do not prompt

(1) Frenf Buses are not frequent enough / run when I need them
(2) Epic Journeys take too long by bus
(3) Ceas It's easier/more convenient by car
(4) Quica It's quicker by car
(5) Farhi Bus fares are too high
(6) Cheap Its cheaper by car
(7) Nosav I don't know what bus services are available
(8) Unrel Bus aren't reliable enough
(9) Tracc I have difficulty getting on and off buses / to the bus stop/station
(10) Safrd I don't feel safe on the buses / at bus stops/stations
(11) Uncom Buses are not very comfortable / clean
(12) Nroute Buses do not go to/ go directly to places where I want to go
(13) Pedcy I prefer to walk/cycle
(14) Anti-social behaviour from other passengers
(15) I do not know where my local bus stop is
(16) Difficult to plan journey or find out timetable information
(17) Sothe Other (Please specify)

---

**Warn if**: DMHSIZE >= 1  
**And**: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND  
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)  
**And**: MBA_25 = Frenf  
**In**: (Frenf, MBA_24M)  
Respondent did not give 'Buses don't run often enough / run when I need them' as a reason at MBA_24M. Please check.

---

**Warn if**: DMHSIZE >= 1  
**And**: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND  
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)  
**And**: MBA_25 = Epic  
**In**: (Epic, MBA_24M)  
Respondent did not give 'Journeys take too long by bus' as a reason at MBA_24M. Please check.

---

**Warn if**: DMHSIZE >= 1  
**And**: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND  
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)  
**And**: MBA_25 = Ceas  
**In**: (Ceas, MBA_24M)  
Respondent did not give 'It's easier/more convenient by car' as a reason at MBA_24M. Please check.
WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND 
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Quica
IN(Quica,MBA_24M)
Respondent did not give 'It's quicker by car' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND 
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Farhi
IN(Farhi,MBA_24M)
Respondent did not give 'Bus fares are too high' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND 
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Cheap
IN(Cheap,MBA_24M)
Respondent did not give 'I think it is cheaper by car' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND 
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Nosav
IN(Nosav,MBA_24M)
Respondent did not give 'I don't know what bus services are available' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND 
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Unrel
IN(Unrel,MBA_24M)
Respondent did not give 'Buses aren't reliable enough' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND 
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Cann
IN(Cann,MBA_24M)
Respondent did not give 'Can never be sure what time the bus will arrive/how long it will take' 
as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND 
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Tracc
IN(Tracc,MBA_24M)
Respondent did not give 'I have difficulty getting on and off buses' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND 
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Stacc
IN(Stacc,MBA_24M)
Respondent did not give 'I have difficulty getting to the bus stop/station' as a reason at MBA_24M. Please check.
WARN IF: DMHSIZE >= 1 AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson) AND: MBA_25 = Saffr IN(Saffr,MBA_24M)

Respondent did not give 'I don't feel safe on buses' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1 AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson) AND: MBA_25 = Satsst IN(Satsst,MBA_24M)

Respondent did not give 'I don't feel safe at bus stops/stations' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1 AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson) AND: MBA_25 = Unhel IN(Unhel,MBA_24M)

Respondent did not give 'Bus drivers are unhelpful/impolite' as a reason at MBA_23M. Please check.

WARN IF: DMHSIZE >= 1 AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson) AND: MBA_25 = Uncom IN(Uncom,MBA_24M)

Respondent did not give 'Buses are not very comfortable' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1 AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson) AND: MBA_25 = buncl IN(buncl,MBA_24M)

Respondent did not give 'Buses are not clean' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1 AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson) AND: MBA_25 = Tfull IN(Tfull,MBA_24M)

Respondent did not give 'Buses are too crowded' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1 AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson) AND: MBA_25 = Nroute IN(Nroute,MBA_24M)

Respondent did not give 'Buses do not go where I want to go' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1 AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND (QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson) AND: MBA_25 = Indir IN(Indir,MBA_24M)

Respondent did not give 'I would need to change my bus inorder to go to (more) places where I want to go' as a reason at MBA_24M. Please check.
WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Nosta
IN(Nosta,MBA_24M)
Respondent did not give 'There is no bus stop/station near by' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Shelt
IN(Shelt,MBA_24M)
Respondent did not give 'There is no bus shelters at the stops' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Pedcy
IN(Pedcy,MBA_24M)
Respondent did not give 'I prefer to walk/cycle' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Vloca
IN(Vloca,MBA_24M)
Respondent did not give 'I never leave the local vicinity' as a reason at MBA_24M. Please check.

WARN IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)
AND: MBA_25 = Sothe
IN(Sothe,MBA_24M)
Respondent did not give 'Other' as a reason at MBA_24M. Please check.

ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_36

Finally, I would like you to think about the following statements and tell me the extent to which you agree or disagree.

Many of the journeys of less than two miles that I now make by car I could just as easily go by bus?

Code one only.

(1) Strona    Strongly agree
(2) Tend      Tend to agree
(3) Neutral   Neither agree nor disagree
(4) Disa      Tend to disagree
(5) Stron     Strongly disagree
(6) Don'tk    Don't know (Spontaneous only)
ASK IF: DMHSIZE >= 1

AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_37

N BA17
I would only travel by bus if there was no other way of getting there
(1) Strona Strongly agree
(2) Tend Tend to agree
(3) Neutral Neither agree nor disagree
(4) Disa Tend to disagree
(5) Stron Strongly disagree
(6) Dontk Don’t know (Spontaneous only)

ASK IF: DMHSIZE >= 1

AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_38

N BA17
I would use buses (more often) if they were quicker and more frequent
(1) Strona Strongly agree
(2) Tend Tend to agree
(3) Neutral Neither agree nor disagree
(4) Disa Tend to disagree
(5) Stron Strongly disagree
(6) Dontk Don’t know (Spontaneous only)

ASK IF: DMHSIZE >= 1

AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_39

N BA17
I would use buses (more often) if the fares were cheaper
(1) Strona Strongly agree
(2) Tend Tend to agree
(3) Neutral Neither agree nor disagree
(4) Disa Tend to disagree
(5) Stron Strongly disagree
(6) Dontk Don’t know (Spontaneous only)
ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_40

N BA17
I would use buses (more often) if it was more difficult to find somewhere to park the car

(1)  Strongly agree
(2)  Tend to agree
(3)  Neither agree nor disagree
(4)  Tend to disagree
(5)  Strongly disagree
(6)  Don't know (Spontaneous only)

ASK IF: DMHSIZE >= 1
AND: (QTIStart.QIStart[QHHSORT.NewPer].ISwitch = YesNow) AND
(QTIStart.QIStart[QHHSORT.NewPer].PersProx = InPerson)

MBA_41

N BA17
I would use buses (more often) if a charge was introduced to drive by car into the town or city centre

(1)  Strongly agree
(2)  Tend to agree
(3)  Neither agree nor disagree
(4)  Tend to disagree
(5)  Strongly disagree
(6)  Don't know (Spontaneous only)