



transportLongsight

## Results of Survey of 53 and 54 Buses March-June 2006

### Background

In January 2006 the 53 bus was placed under a Punctuality Improvement Partnership (PIP) and rerouted away from Moss Side in favour of the Wilmslow Road corridor. Following pressure from the Moss Side and Longsight communities, GMPTE decided to fund a replacement, the 54 service, to cover the section of the route that had lost its bus. The Longsight Transport Project had been keeping an eye on the 53 and wanted to find out if PIP was working. By carrying out radio interviews with bus users and encouraging passengers to fill in comment postcards, we were able to get a snapshot of the quality of the service.

### What We Did

The On The Move radio show is broadcast each month. For our March show, we recorded vox pop interviews with bus passengers. We also secured funding to print postcards in English, Urdu and Bengali. Volunteers spent three weeks in June giving these out to passengers and encouraging them to fill them in. We arranged a prize draw as an incentive for people to take part. We intended that people would return cards for good journeys as well as unsatisfactory journeys, meaning that the exercise would be a survey rather than a series of complaints.

### What We Found Out

Out of a total of 46 cards received back, 38 were English, 7 were Urdu and 1 was Bengali. From talking to people, the effort made to translate into other languages was appreciated but more languages would also have been useful, particularly Kurdish and Arabic.

The postcards contained a grid for passengers to record their satisfaction on punctuality, helpfulness, price of the ticket and cleanliness using a smiley face scale. This is how they responded:

	☹☹	☹	☺	☺☺	☺☺☺
Punctuality	18	4	7	4	9
Helpfulness	11	4	11	7	7
Ticket Price	17	1	4	5	11
Cleanliness	15	9	8	2	6

Overall, then, the results suggest that passengers were unhappy with punctuality, ticket price and cleanliness. The results clearly show that there is still dissatisfaction with the service and that punctuality remains an issue.

To the question 'Has the service become better, worse or not changed since January 2006?', we received the response:

Worse	18
Better	11
Neither	13

The average waiting time was 24 minutes. In terms of frequency of bus usage, the respondents were distributed as follows:

Daily	25
Weekly	10
Monthly	4

#### How Was Your Journey?

Please tell us how the bus service is by answering the questions overleaf. The more postcards we collect the better equipped we are to demand a better bus service. For more information, and the results: [www.transportlongsight.org.uk](http://www.transportlongsight.org.uk)

#### Would you like to be involved?

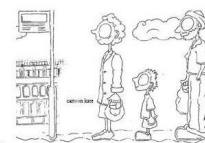
Please tick here if you would like to be involved in monitoring the bus service and asking for improvements.

#### How can we contact you? (please give email address if possible)

Any more general comments about the buses?



no stamp needed  
Kirsteen Ayling  
Area Co-ordination Team  
FREEPOST MR1514  
Town Hall  
Manchester  
M60 2BR



You deserve good buses.

**START** Where did you get on? \_\_\_\_\_ At what time? \_\_\_\_\_ : am/pm Please specify as precisely as possible.

**FINISH** Where did you get off? \_\_\_\_\_ At what time? \_\_\_\_\_ : am/pm

How long did you wait at the bus stop? \_\_\_\_\_ minutes

For this journey, how would you rate...?  
(please tick once per line) ☹☹ ☹ ☺ ☺☺

punctuality (was it on time?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the helpfulness of the driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the price of the ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the cleanliness of the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which number bus (53, 54...)?

How often do you use this bus? every day  every week  every month

And more generally...  
Since January 2006, has the service become ... worse  better  neither

Respondents brought these numerical results to life with their comments.

- The bus was almost 10 minutes early today so I missed it completely.
- The service is OK. There are not enough passengers. Some people still don't know that the bus is back on.
- Since the 53 is unreliable (sometimes have to wait for over an hour) I have been using the 192 and changing at Piccadilly.
- One of the 54 buses is very dirty and difficult to get a trolley on as the seat is too close.
- Once had to wait for half an hour and then the driver wouldn't let me on.
- The 10:41 didn't turn up again. It's beyond a joke. I actually wanted to cry. The service is a total joke. 30 minutes late for work.
- Waited from 6:20 until 6:35 and then went round the corner and got the 192.
- The driver cheats on the fare.
- The bus was on time but very dirty. It looked like it hadn't been cleaned for ages.
- The 10:41 did not turn up. This made me half an hour late for work. Really crap isn't it?
- Bus on time for once but took ages to get there.
- I think the 54 should run until later time, not just four.
- Bus on time today, and journey quite quick.
- The buses 101, 104, 105, 109 need to reduce their prices and also provide a night service for people living along and around Princess Road.

During the time we spent at bus stops giving out the postcards we also received a lot of comments verbally:

- several people refused to fill in a postcard because they thought that we were from the bus company and instead told us verbally that they were extremely unhappy with the service and therefore not going to co-operate with this survey;
- one lady complained that she had waited a long time for a bus and when it arrived the driver did not stop to let her on;
- many people had used the service for years and felt that it had been getting gradually worse over the last few years;
- many people commented that the new 54 service does not run late enough in the

afternoon and evening and therefore is not a sufficient replacement for the 53.

- only a few had experienced any progress with punctuality since January.

Similar issues were reflected in the interviews we carried out for the radio show:

- one lady commented that she would often wait for a long time then give up and walk instead and then the bus would go past her;
- the buses are too dirty;
- one gentleman told of his experience on the first week of the route changes and the fact that he hadn't seen any information that it had changed.

The recording can be downloaded as mp3 from [www.transportlongsight.org.uk/onthemove](http://www.transportlongsight.org.uk/onthemove)

## WANTED

Has anyone seen the 53 bus?



Help us monitor the 53 and 54 bus services. All you have to do is fill in a simple, FREEPOST postcard every time you use it this June. The information will be used to ensure that you get the good service that you deserve.

## REWARD

Prizes include a meal for two at Misty's Café and bus and train day tickets.

The interviews highlight the extent to which the 53's reputation colours people's perception of it and the work that needs to be done to encourage people to use it again.

### More Information

For more information and if you are interested in getting involved with the continuing monitoring of the 53 and 54, please contact Graeme on 0161 2731736 or see [www.transportlongsight.org.uk](http://www.transportlongsight.org.uk).