

Appendix A – Bus user survey results

An online survey was conducted between 11 March 2021 and 11 April 2021. During this period there were no COVID-related movement restrictions in Victoria and masks were not required while walking. However, it did coincide with fewer people catching public transport, including buses, and travelling for work.

A total of 437 people completed the survey. Responses were screened to include only those who caught the bus within the last six months and from within Victoria, and who didn't give nonsensical answers, totalling 400 valid responses.

Screening questions

Figure A.1. Responses to "When did you most recently catch a bus?" (436 responses) Nearly two in three people had caught a bus in the last week before completing the survey.

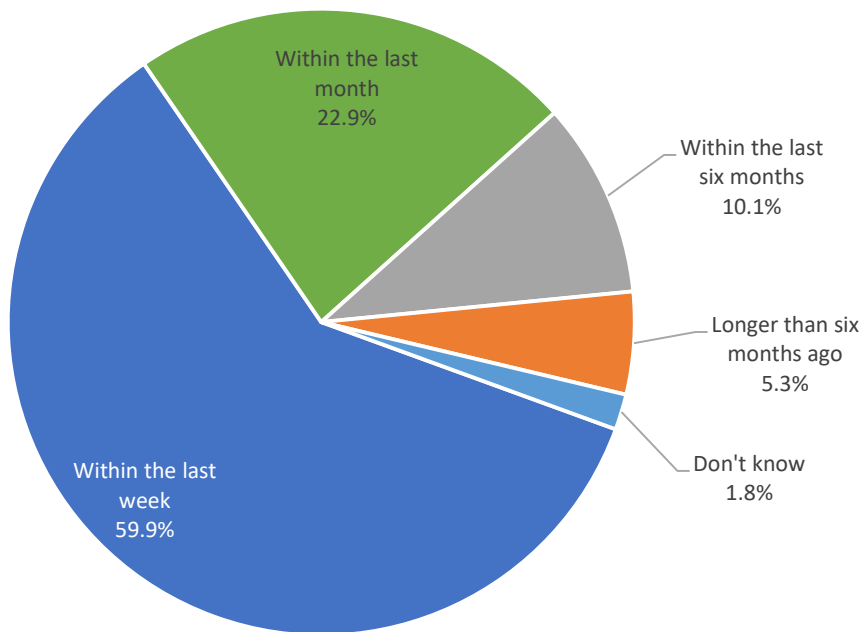
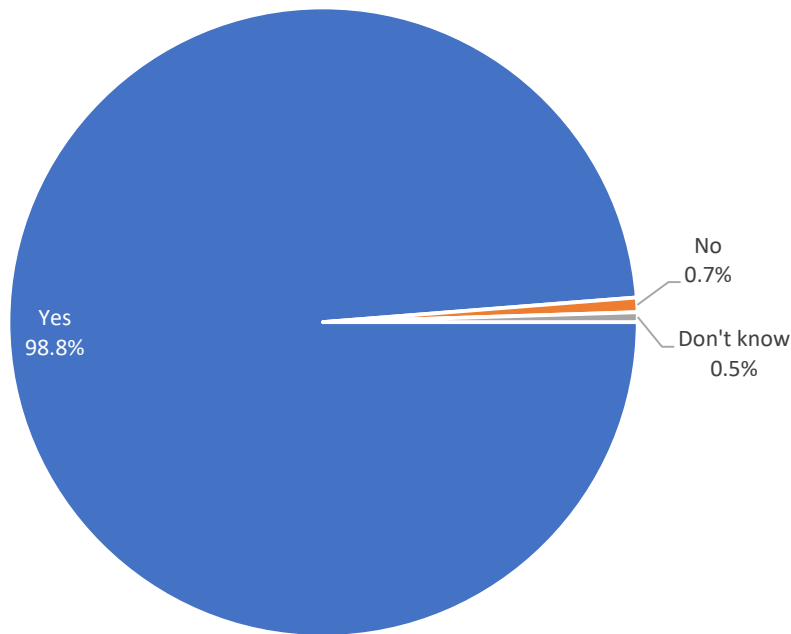


Figure A.2. Responses to “Did you catch the bus from within Victoria?” (405 responses) Nearly everyone caught the bus from within Victoria.



Demographics

Figure A.3. Responses to “Are you...?” (400 responses) Majority of respondents were female.

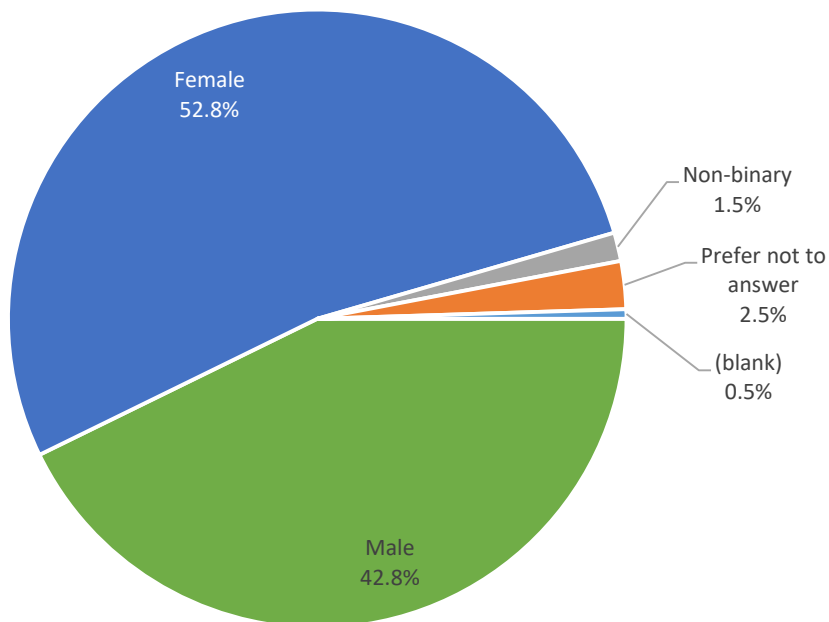


Figure A.4. Responses to “How old are you?” (400 responses) There was a spread of people across age ranges.

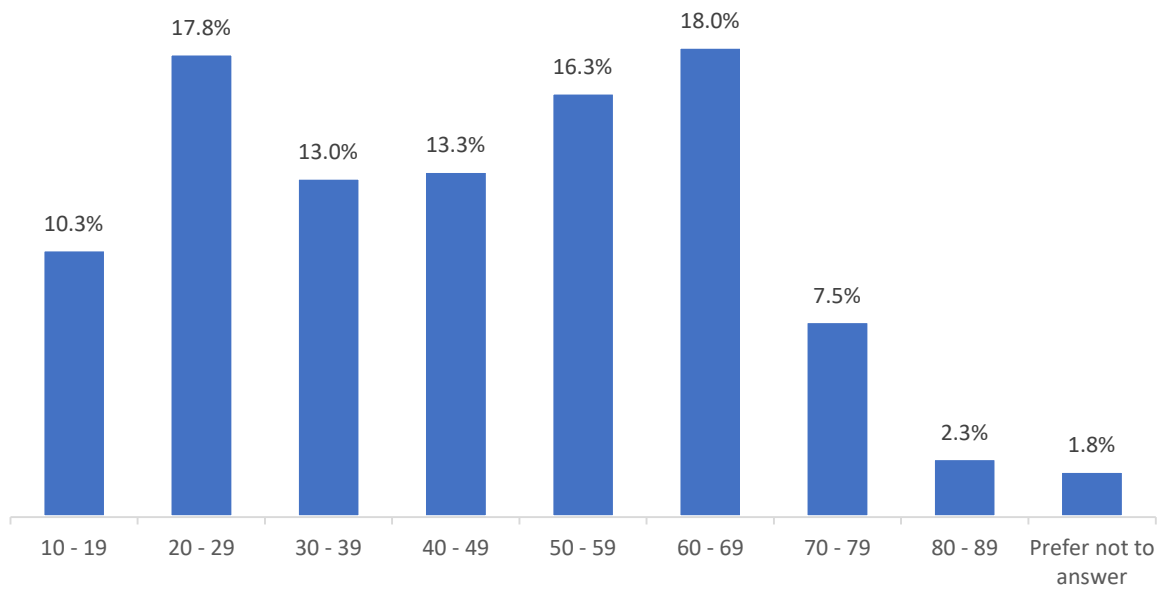


Figure A.5. Responses to “Do you generally use a mobility aid?” (400 responses) One in 17 respondents report using some form of mobility aid when walking. They tended to be older; 75% were 50 or older compared to 45% of all respondents.

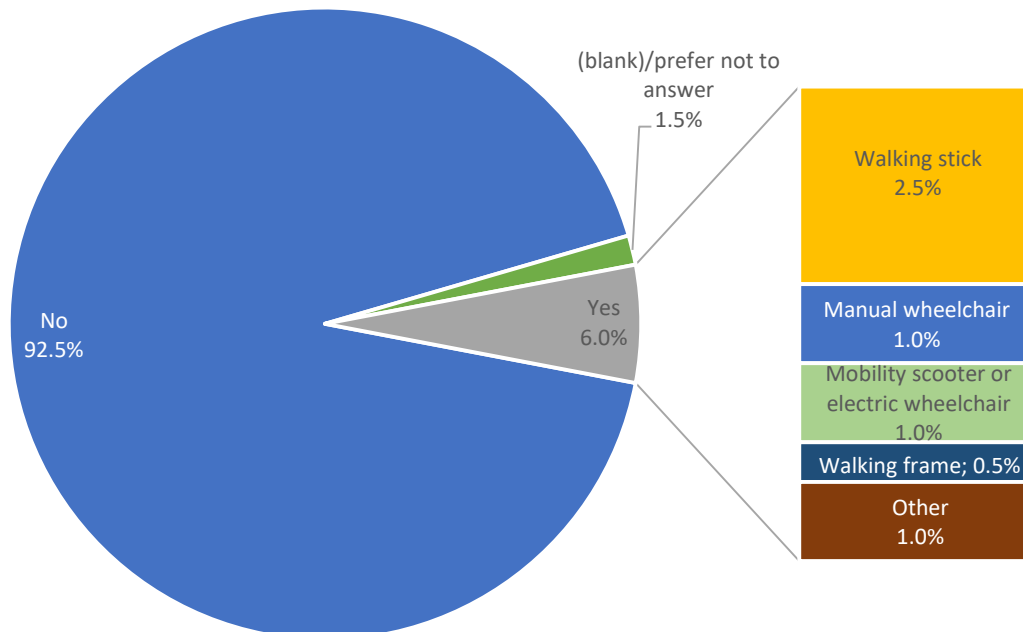


Figure A.6. Responses to “Where do you live?” (400 responses). Most respondents live in metropolitan Melbourne.

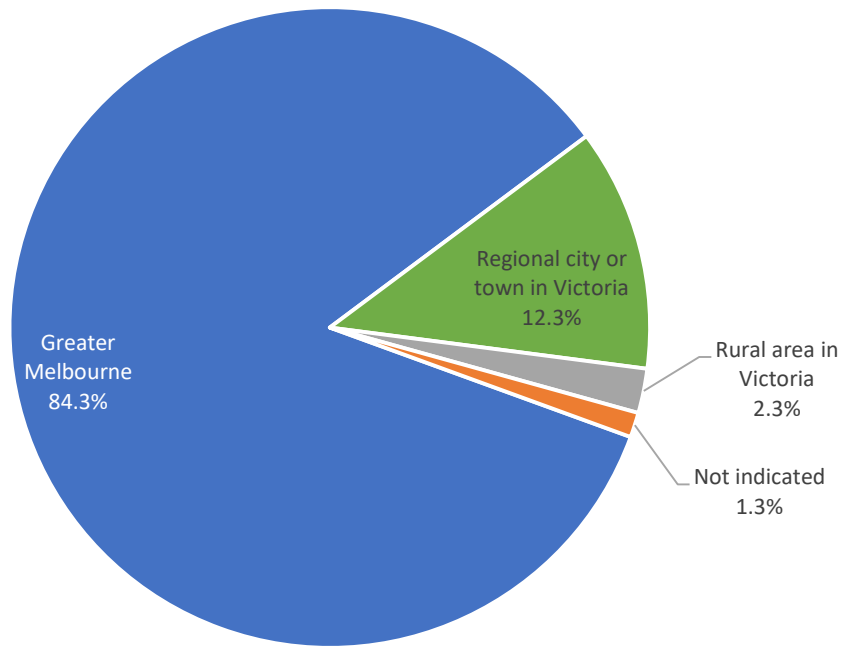
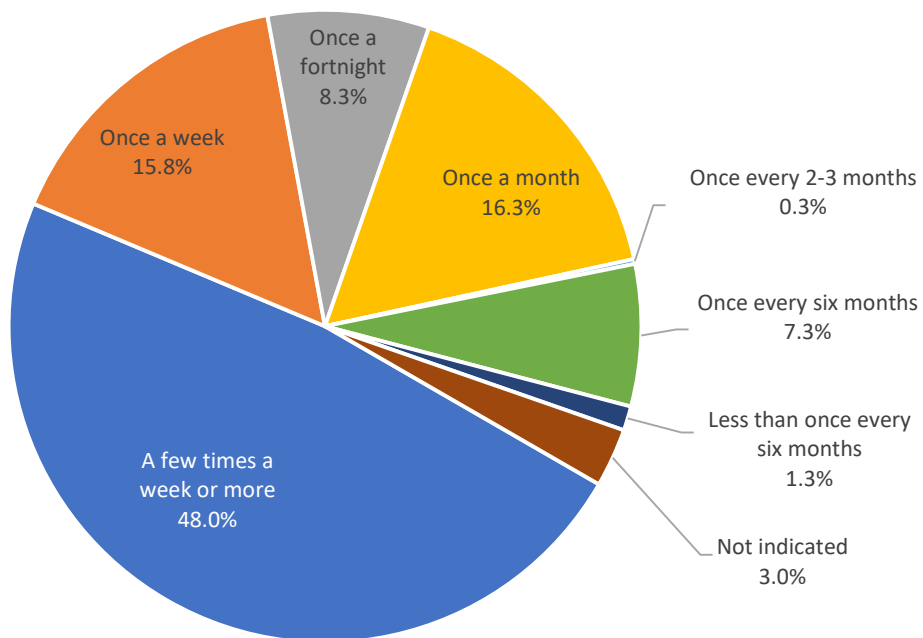


Figure A.7. Responses to “How often do you usually catch a public bus?” (400 responses) Nearly two thirds of people generally travel on a bus at least once a week.



A recent bus trip

Respondents were asked to think about one bus journey they made in the last six months in answering the following questions. This could include any bus service from a signed bus stop such as a route bus stop, regional bus stop, train replacement bus stop, Night Bus stop, etc.

Figure A.8. Responses to “What time of day did you travel to the bus stop?” (400 responses) Most people travelled during the morning or day, which could reflect that people were completing the survey on the bus or during the day.

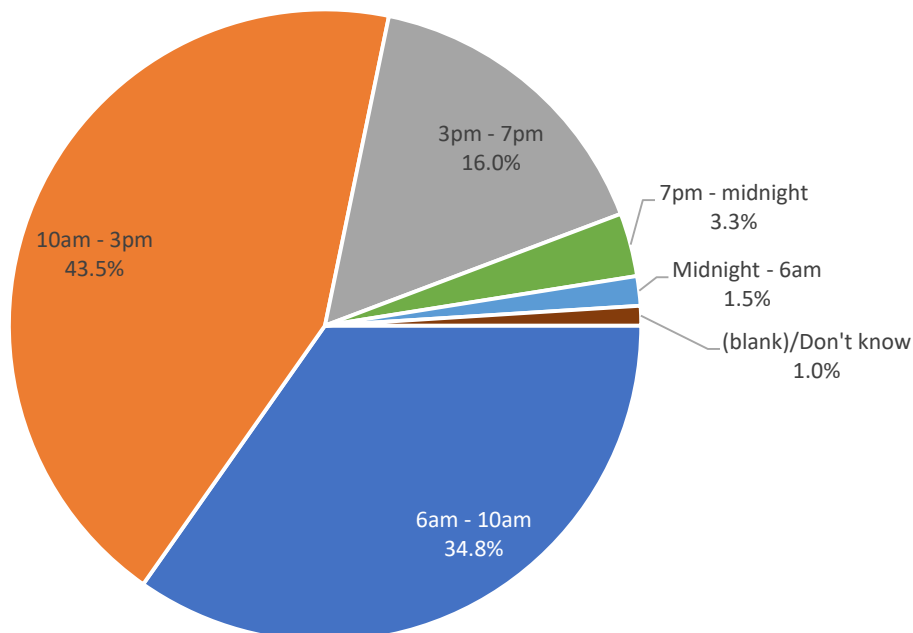


Figure A.9. Responses to “How did you get to the bus stop?” (400 responses) Similar to bus users across Melbourne, the vast majority of people walked to the bus stop.

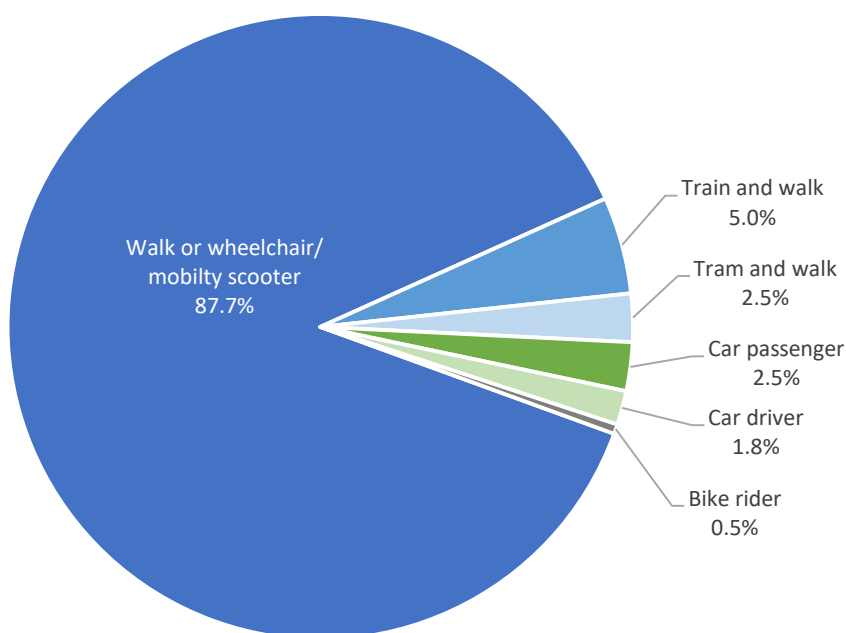


Figure A.10. Responses of those who arrived in a car (as passenger or driver) or rode to the stop to “Why didn't you walk to the bus stop on your recent trip?” (9 responses, multiple themes per response) People didn't walk because it was too far or would have taken too long.

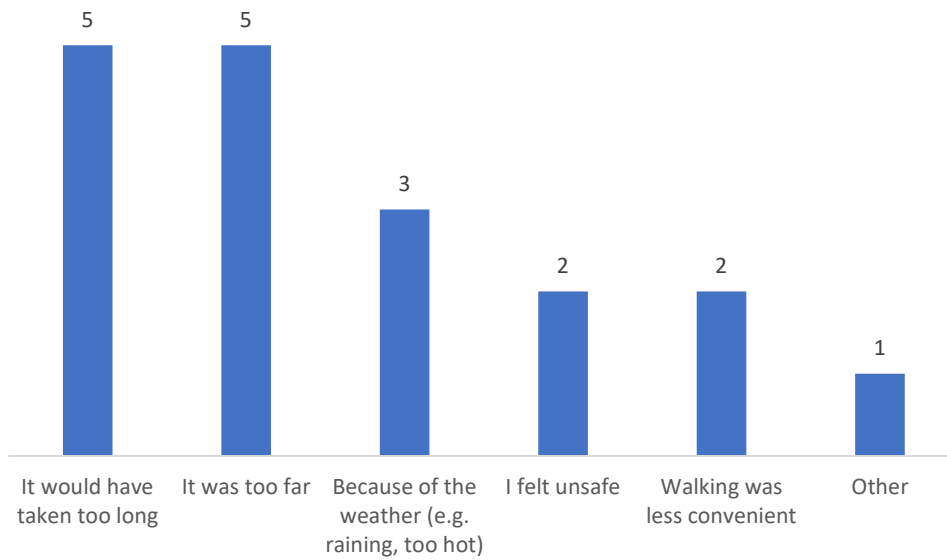


Figure A.11. Responses to “How was your walk to the bus stop?” (375 responses) Nearly half of people didn't feel their walk was particularly pleasant or unpleasant.

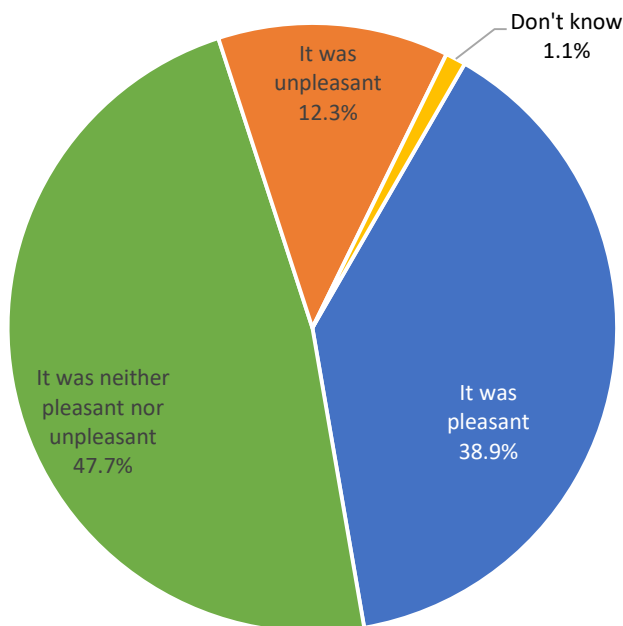


Figure A.12. Categorised themes in response to open ended question “What made your walk pleasant?” (136 responses; multiple themes per response) The key theme in what people enjoyed about their walk to the bus stop was that the stop was nearby, or it was a quick walk.

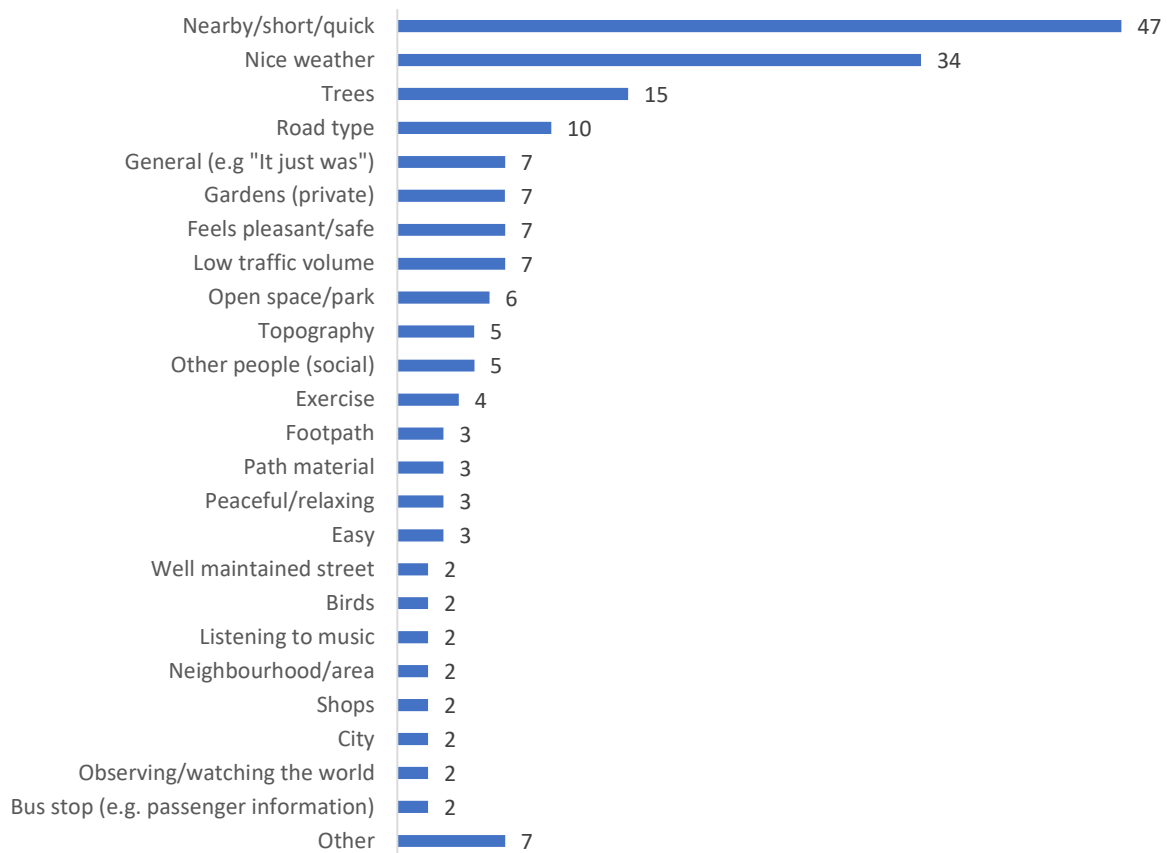


Figure A.13. Frequency of words used in response to open ended question “What made your walk pleasant?” (136 responses; 50 most common words excluding function words like ‘the’, ‘and’, ‘a’; larger words used more often)



Figure A.14. Categorised themes in response to open ended question “What made your walk unpleasant?” (45 responses; multiple themes per response)

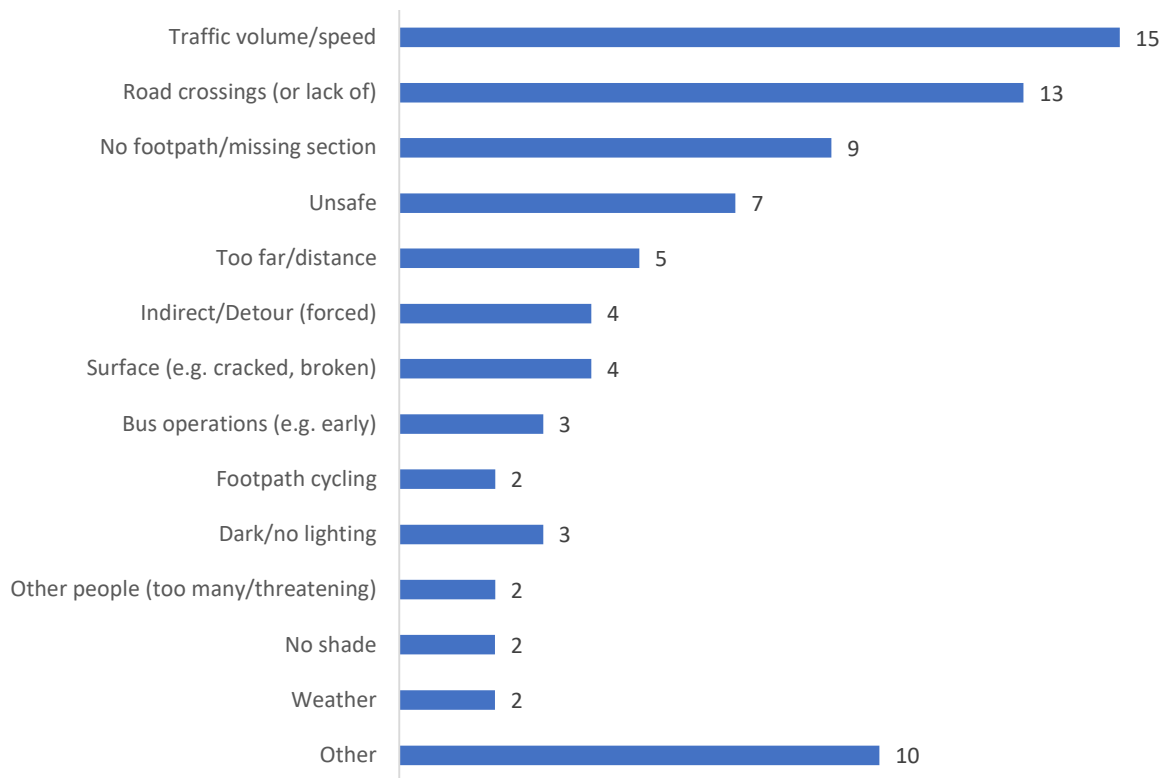


Figure A.15. Frequency of words used in response to “What made your walk unpleasant?” (45 responses; 50 most common words excluding function words like ‘the’, ‘and’, ‘a’; larger words were used more often)



Figure A.16. Responses to “How did you feel on your walk to the bus stop?” (372 responses). Most people felt safe on their walk to the bus stop.

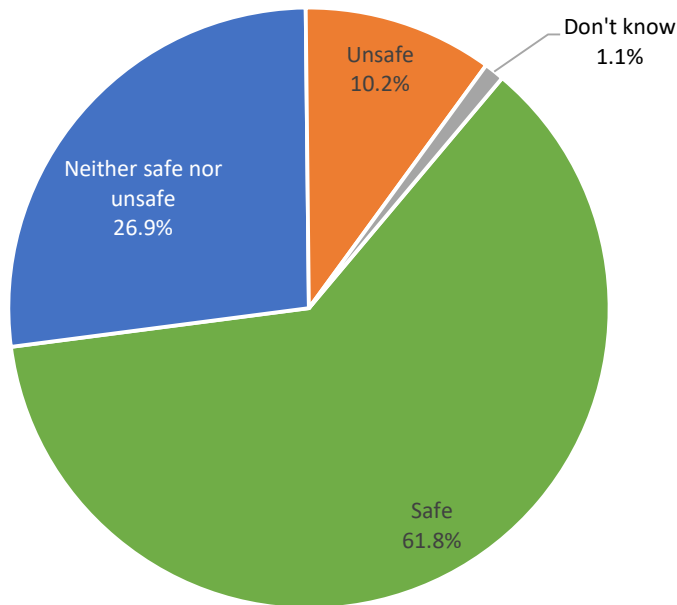


Figure A.17. Categorised themes in response to open ended question “What made your walk feel safe?” (210 responses; multiple themes per response) Having other people around, walking in the day and in their local area made people feel safe.

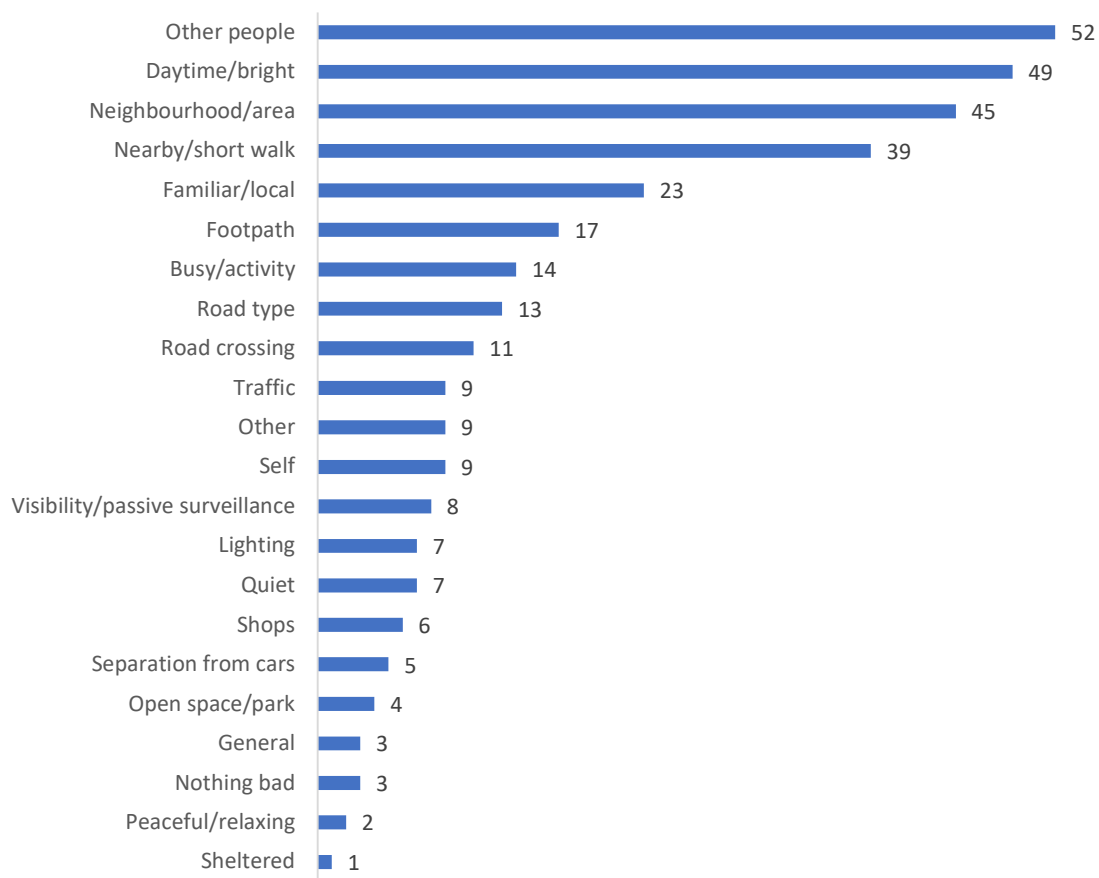


Figure A.18. Frequency of words used in response to “What made your walk feel safe?” (210 responses; 50 most common words excluding function words like ‘the’, ‘and’, ‘a’; larger words were used more often)



Figure A.19. Categorized themes in response to open ended question “What made your walk feel unsafe?” (40 responses; multiple themes per response) Traffic and road crossings made people feel unsafe.

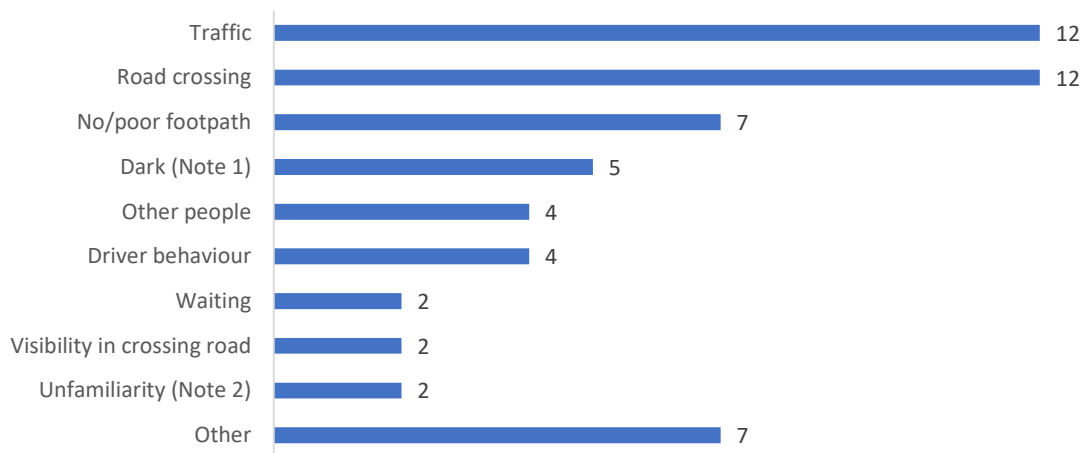


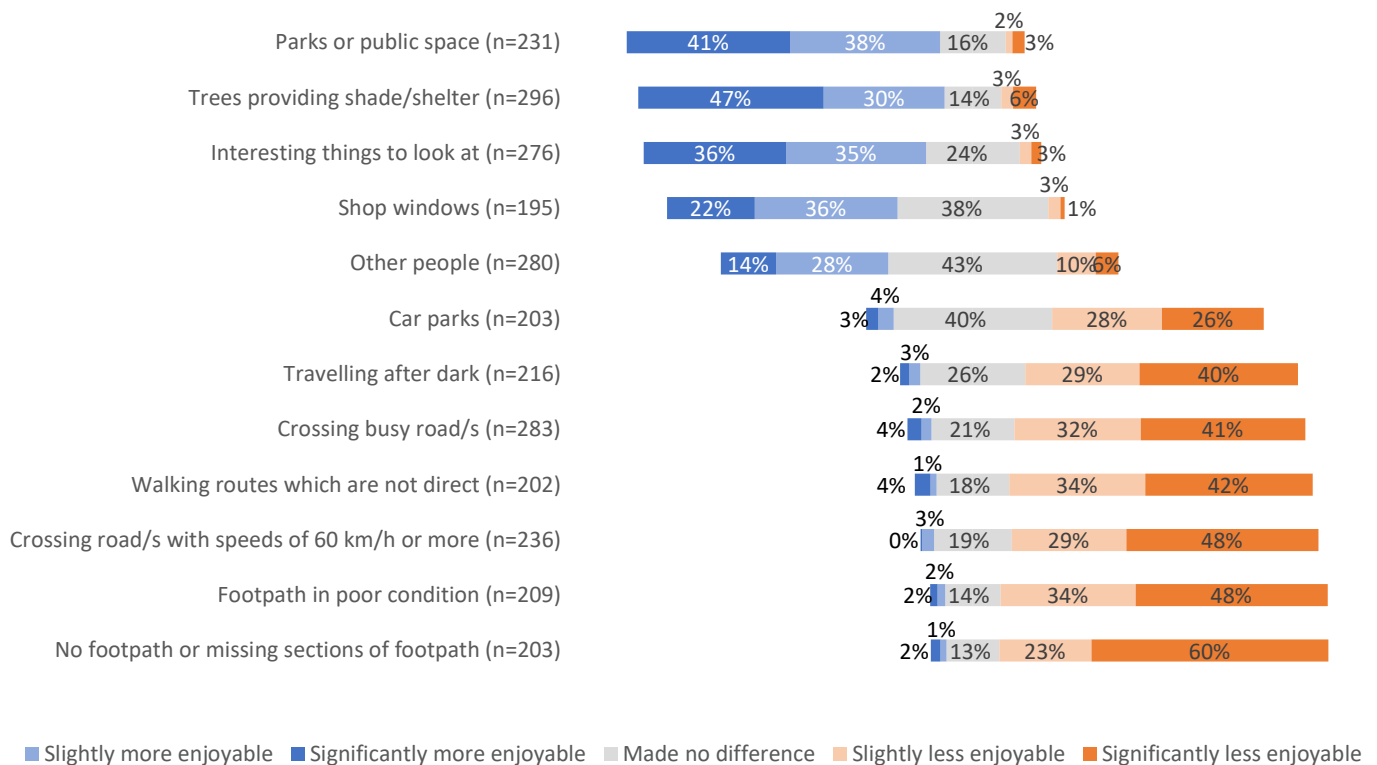
Figure notes:

1. This includes three people who reported feeling safe on their walk but commented they feel less safe walking at night.
2. This includes one person who reported feeling safe on their walk but commented they feel less safe if they are unfamiliar with an area.

Figure A.20. Frequency of words used in response to “What made your walk feel unsafe?” (36 responses; 50 most common words excluding function words like ‘the’, ‘and’, ‘a’; larger words were used more often)

area around behind **bus** busy cars centre
 checking coming **CROSS** dark drivers fast feels
footpath getting give going hard home
 intersection lack lights lots main making man
pedestrian people person really reservoir
 residential **road** route safe standing station
stop strange street sure **traffic** trip trucks
 turns unsafe **waiting** walking worried

Figure A.21. Responses to “Thinking about your recent bus trip, how did each of the following influence your walk?”. Parks, public space and trees make the walk to the bus stop much more enjoyable while footpaths which are missing or in poor condition make it much less enjoyable.



Crossing roads and other vehicle paths

Figure A.22. Responses of those that walked to “How many roads did you walk across to get to the bus stop?” (385 responses) Nine in ten bus users who walked to the bus stop had to cross at least one road.

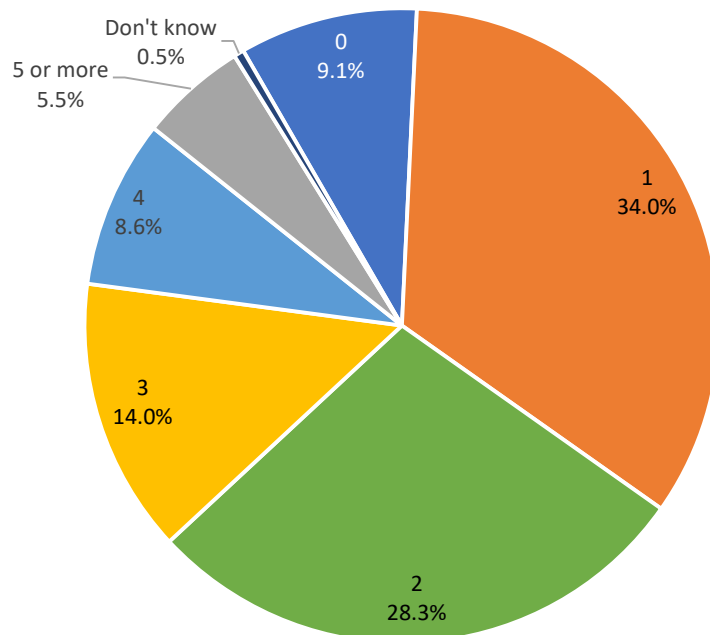


Figure A.23. Responses of those that had the option to use a green signal to “Did you have the option to use pedestrian lights to cross this road?” and if so “At how many of these roads did you have the option to use pedestrian lights?” (337 responses) More than half of people who had to cross a road did not have the option to use lights.

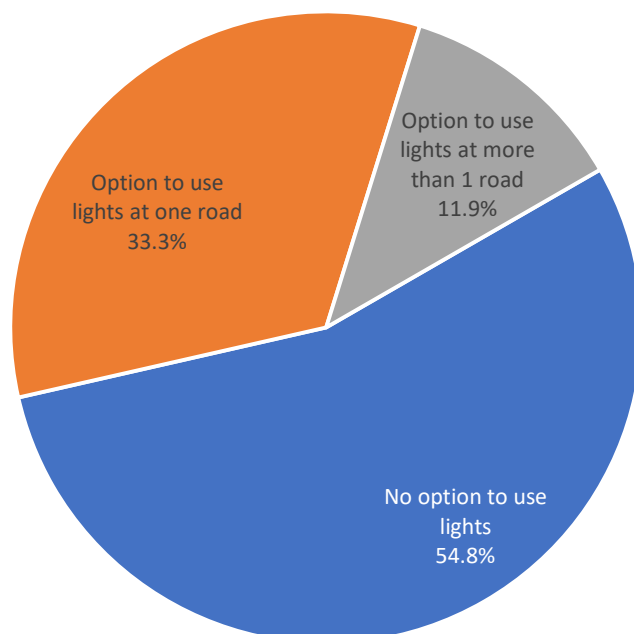


Figure A.24. Responses of those that walked and had to cross a road to “Did you use the green pedestrian light to cross this road?” (153 responses) Most people who had the option to use a green signal did so.

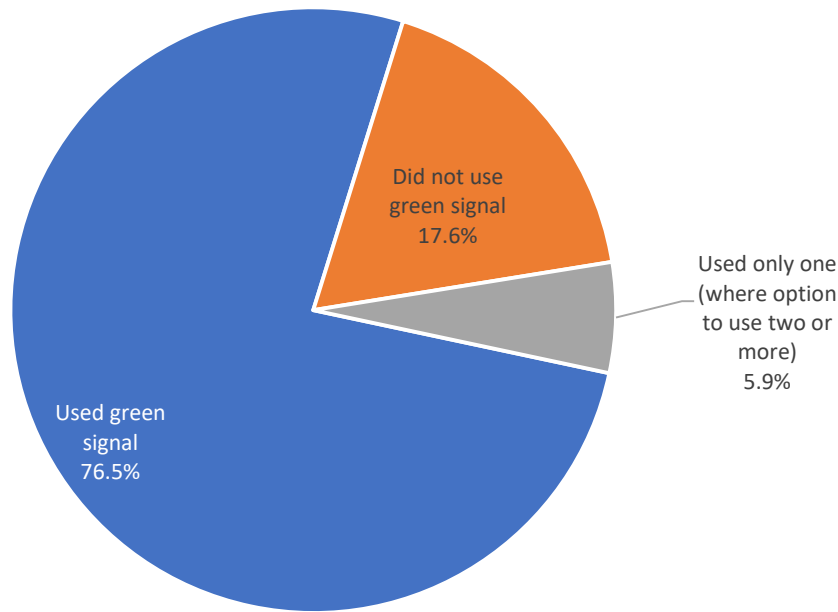


Figure A.25. Responses of those that did not to use the green signal to cross to “Why not?” (39 responses, multiple themes allowed per response) The main reasons people did not cross with a green light was because the signals weren’t responsive or close enough.

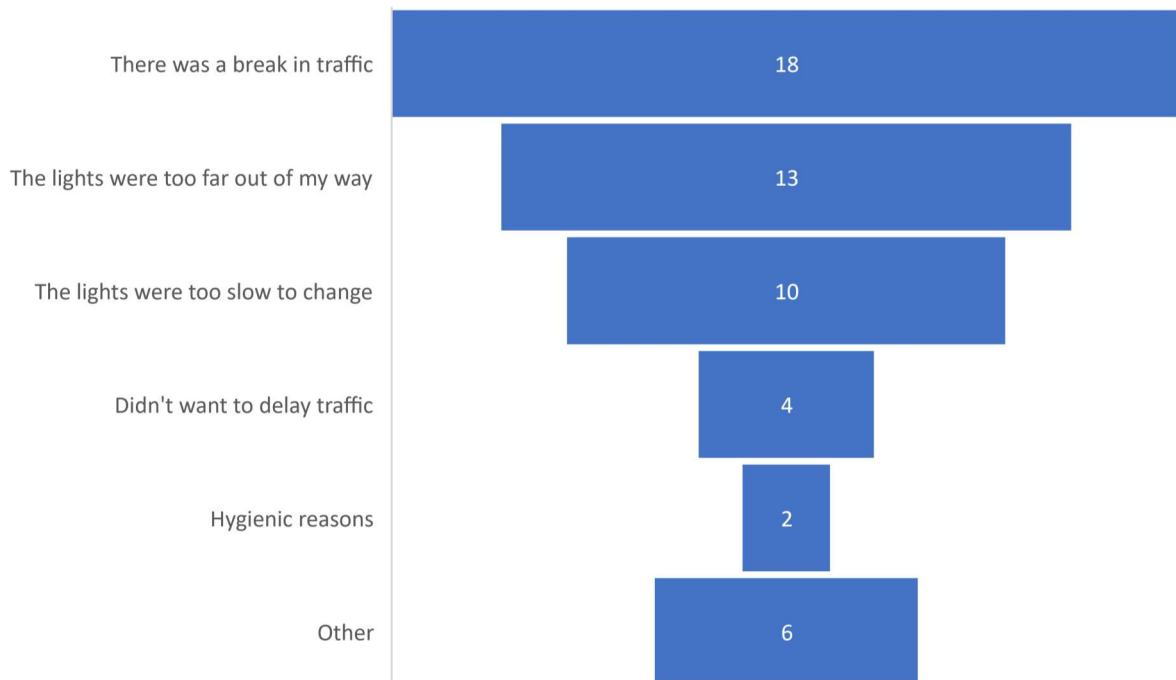


Figure A.26. Responses of those that had the option to use lights to “Approximately how far out of your way were the lights?” (193 responses). Most people who considered lights as an option to cross the road did not have to go far out of their way to use the lights.

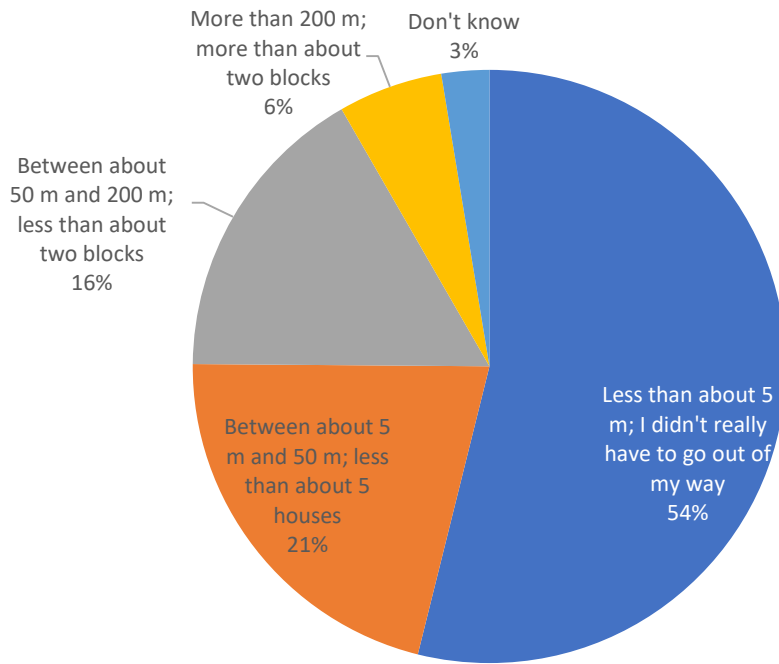


Figure A.27. Responses to “At locations where there were no lights, was there any other infrastructure nearby to assist you in crossing?” (294 responses) Most people who did not have the option of lights to cross also had no other crossing assistance.

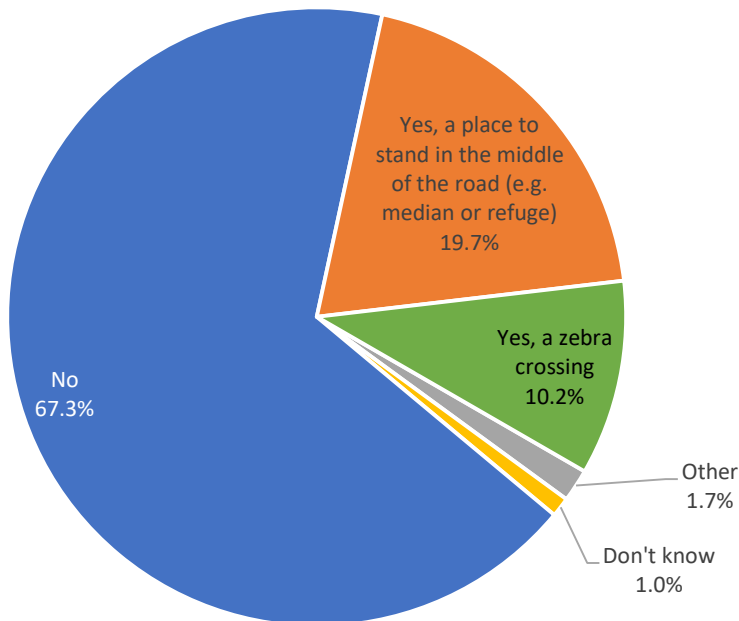


Figure A.28. Responses of those that did not have crossing assistance to “Would you have liked something to assist you in crossing the road at any of these locations?” (195 responses) A similar number of people both wanted and did not want further crossing assistance.

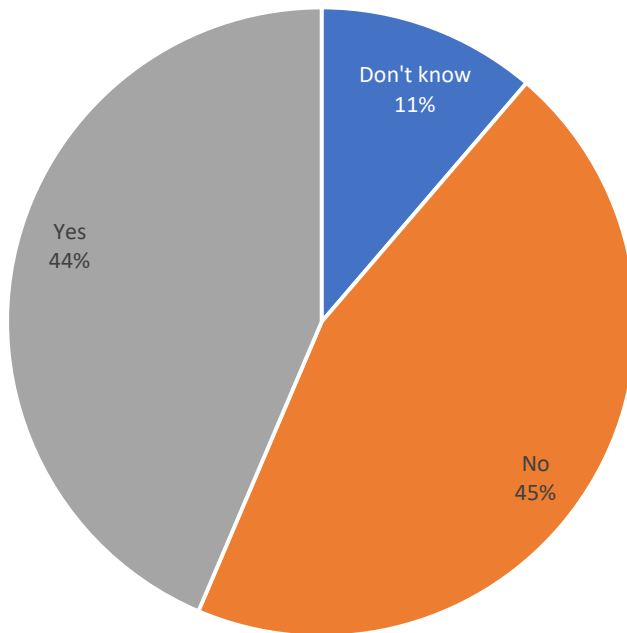


Figure A.29. Responses of those that did not have crossing assistance to “Why would you have liked assistance?” (84 responses, multiple themes allowed per response) Most people wanted crossing assistance because of the high volume and speed of traffic.

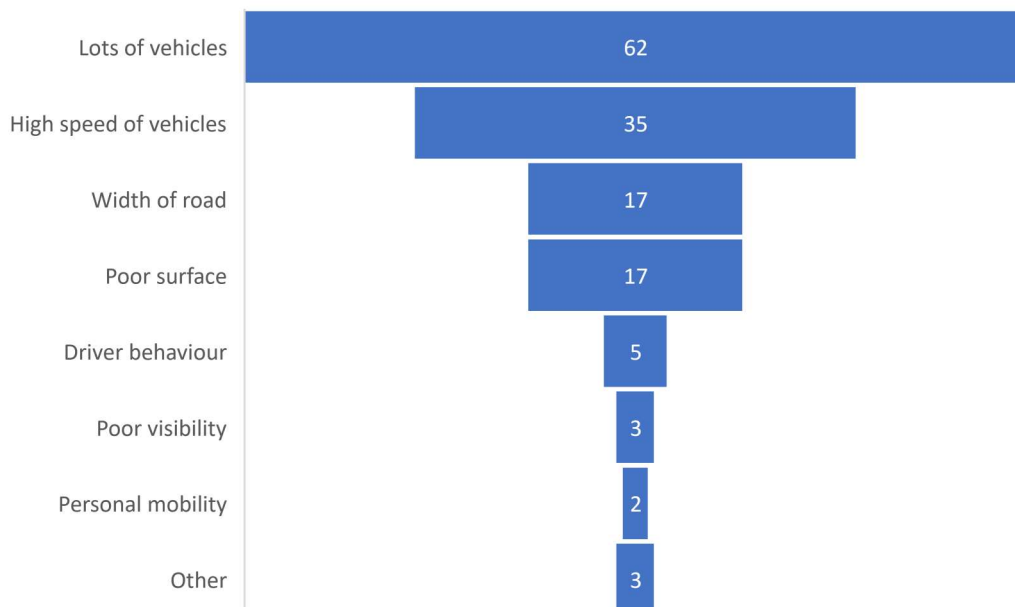


Figure A.30. Responses of those that did not have the option to use lights when crossing to “What was the highest speed limit of any road you crossed?” (188 responses) The majority of people without the option of using signals crossed roads with speed limits of 50 or 60 km/h.

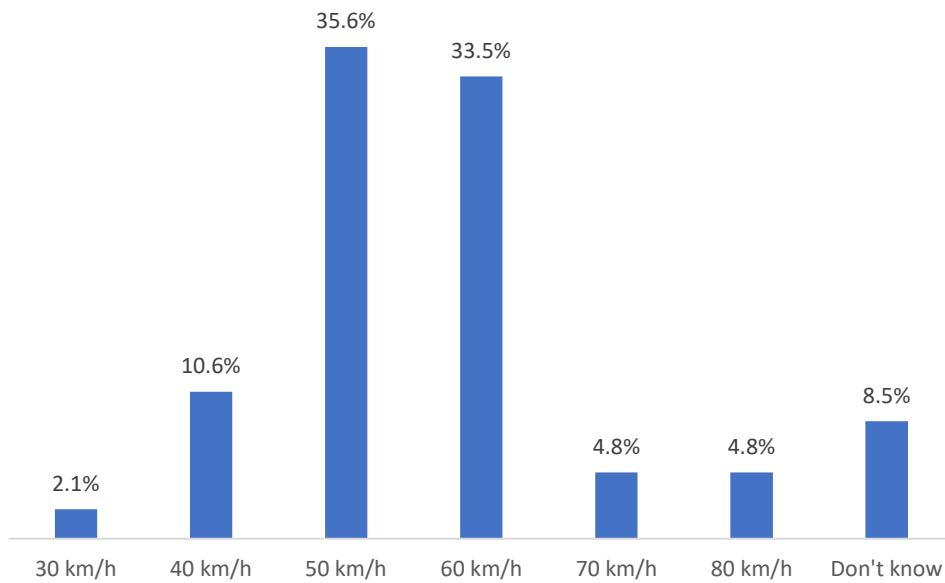


Figure A.31. Responses of those that had the option to use lights when crossing to “What was the speed limit on the road at the time you crossed?” (155 responses, highest speed if multiple reported) The majority of people who had the option of using signals crossed a 60 km/h road.

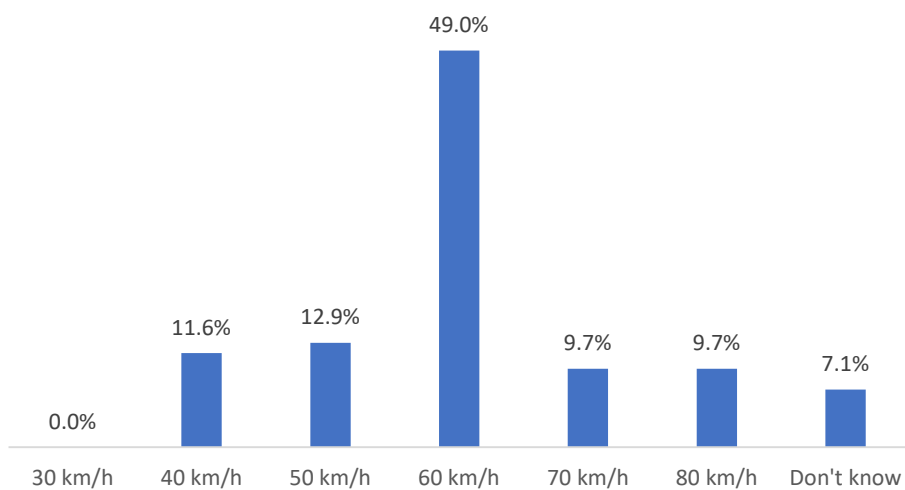


Figure A.32. Responses to “Did you cross any other significant vehicle paths on your walk to the bus stop?” (374 responses, multiple themes allowed per response) Most people did not have to cross any other significant vehicle paths in accessing the bus stop, but those that did included significant driveways, slip lanes and service roads.

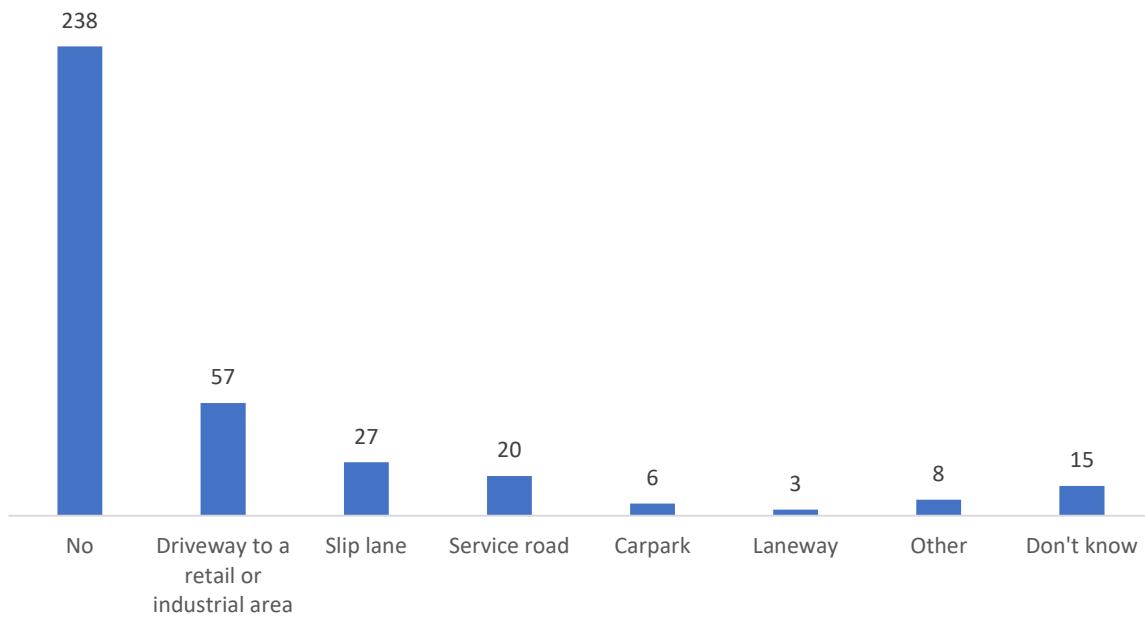


Figure A.33. Responses of those that crossed a significant vehicle path to “How did you feel when crossing here?” (121 responses) People were fairly evenly split between feeling safe, unsafe or neither at these locations.

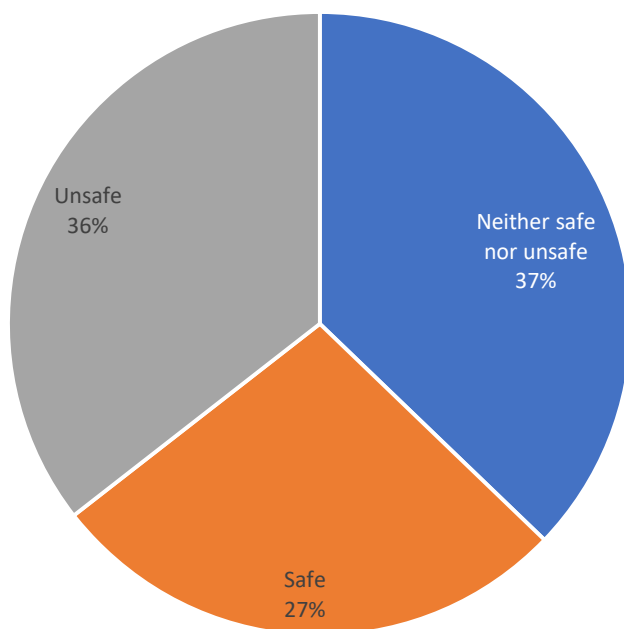
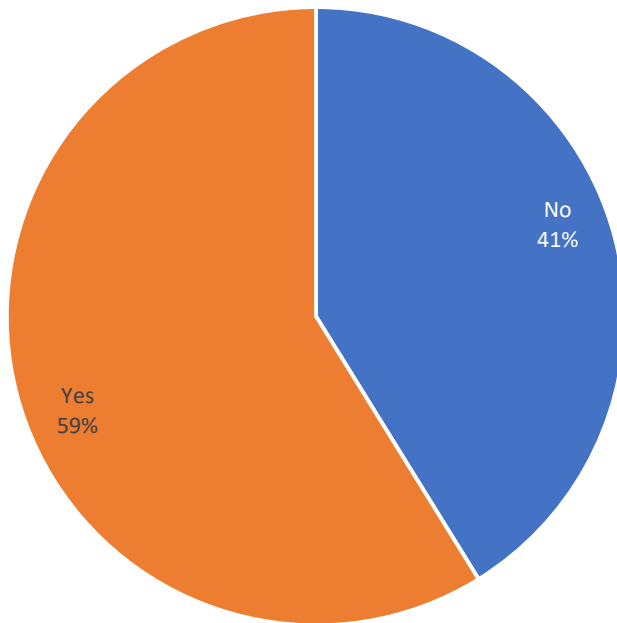


Figure A.34. Responses of those that arrived in a car (as passenger or driver) to “Did you have to cross a road to get from the car to the bus stop?” (17 responses) Even most people who arrived in a car still had to cross a road.



At the bus stop

Figure A.35. Responses to “At the bus stop you used, was there any infrastructure to help people cross the road?” (400 responses, multiple themes allowed per response) More than half of people used a bus stop with no crossing infrastructure.

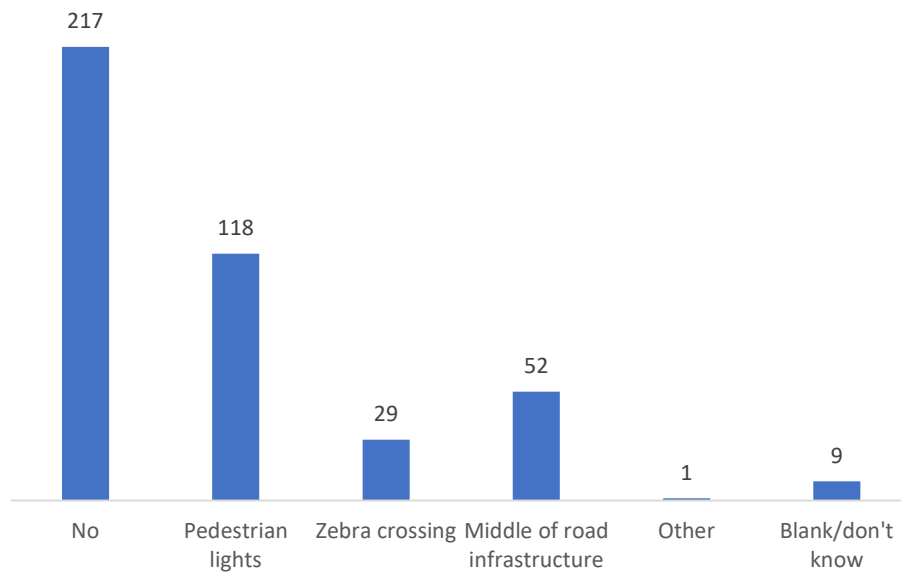


Figure A.36. Responses to “What was the speed limit of the road the bus stop was on?” (357 responses) Despite the road safety risks, most bus stops are on roads with a speed limit higher than the 30-40 km/h recommended for pedestrian safety and activity.

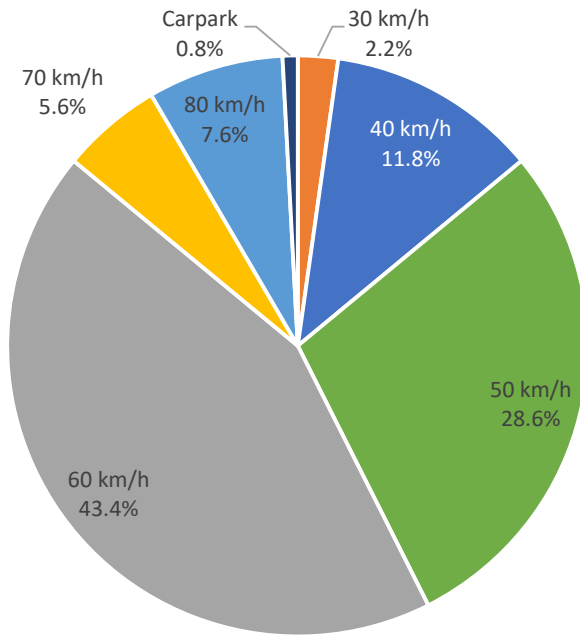
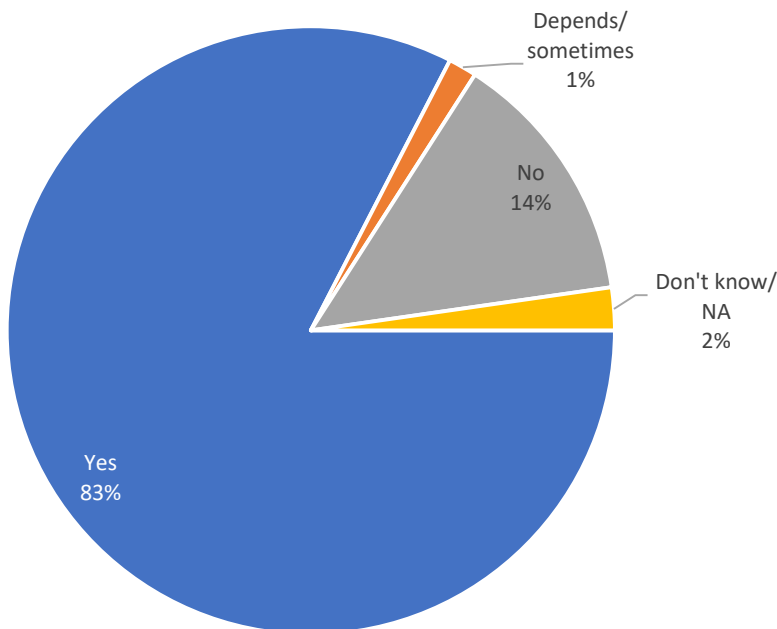


Figure A.37. Responses to “Was there enough space for people to walk past those waiting at the stop?” (399 responses) The majority reported that there was sufficient space to walk past the bus stop.



Others

Figure A.38. Categorised themes in response to open ended question “Are there any other issues related to walking to the bus stop that you would like to tell us about?” (136 responses; multiple themes per response)

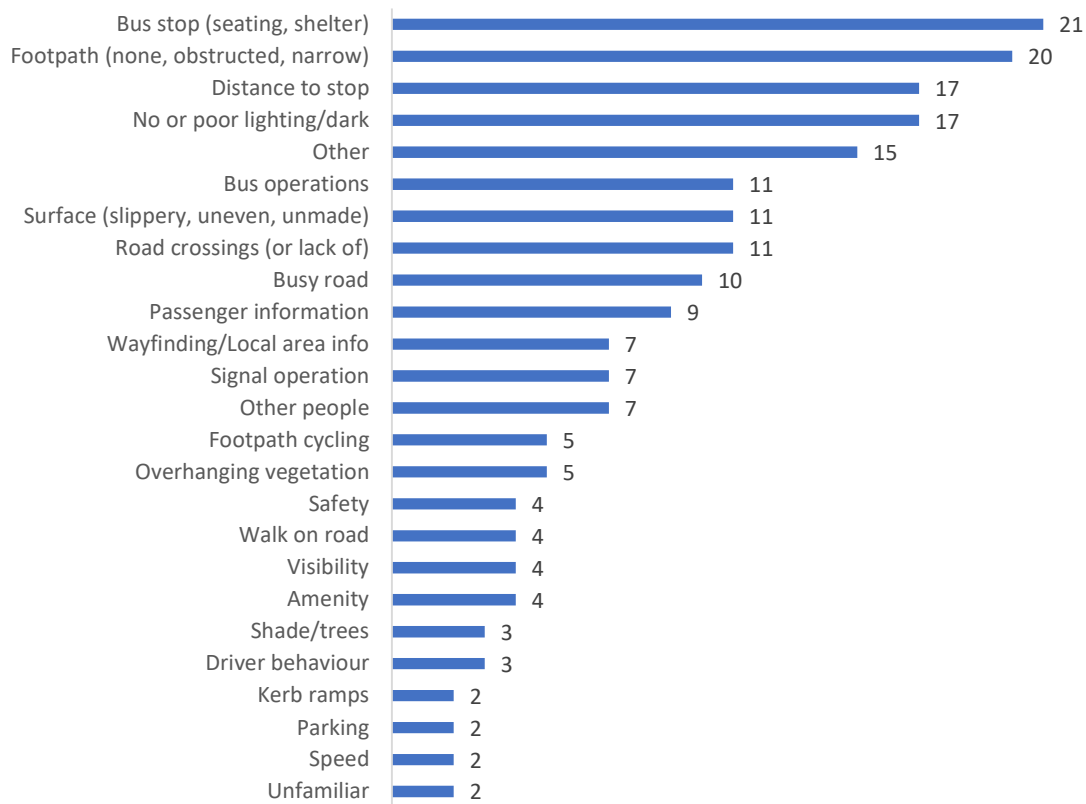


Figure A.39. Frequency of words used in response to “Are there any other issues related to walking to the bus stop that you would like to tell us about?” (136 responses; 50 most common words excluding function words like ‘the’, ‘and’, ‘a’; larger words were used more often)



Figure A.40. Categorised themes in response to open ended question “Do you have any suggestions for improving your experience?” (156 responses; multiple themes per response)

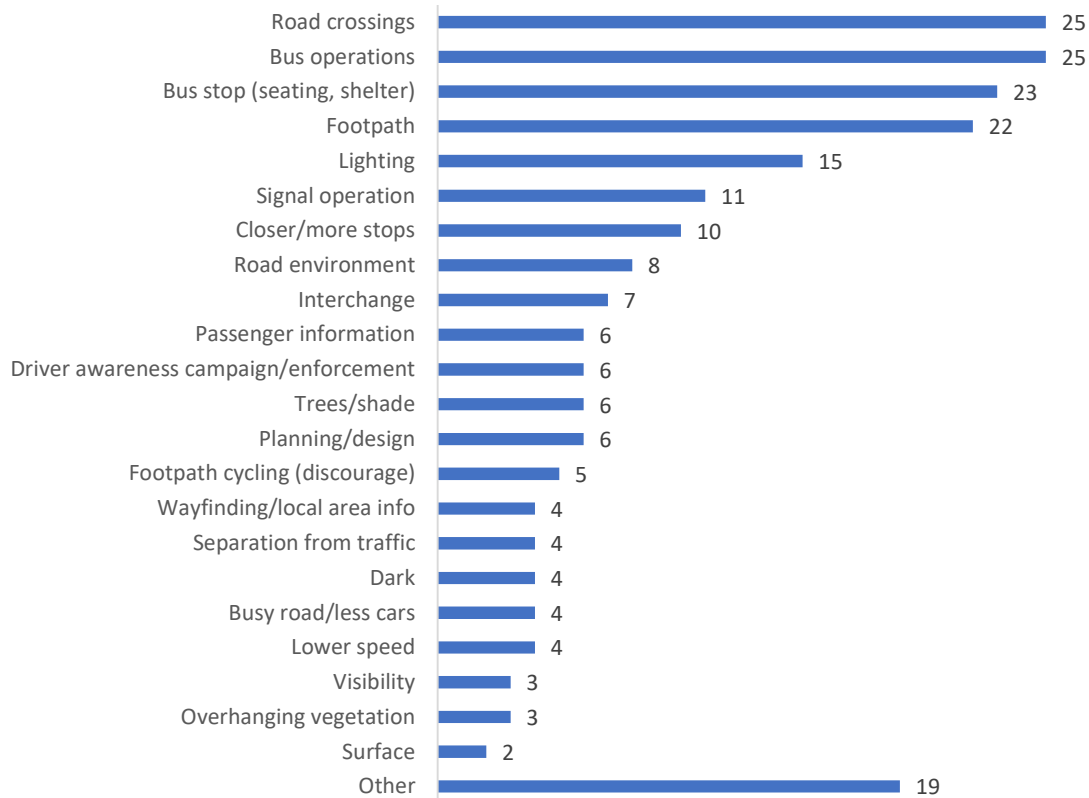


Figure A.41. Frequency of words used in response to “Do you have any other suggestions for improving your experience?” (156 responses; 50 most common words excluding function words like ‘the’, ‘and’, ‘a’; larger words were used more often)



Figure A.42. Categorised themes in response to open ended question “Is there anything else you would like to tell us?” (145 responses; multiple themes per response)

