

#BrumTransportSummit

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# Birmingham Bus Survey

Councillor Waseem Zaffar

Cabinet Member for Transport and Environment

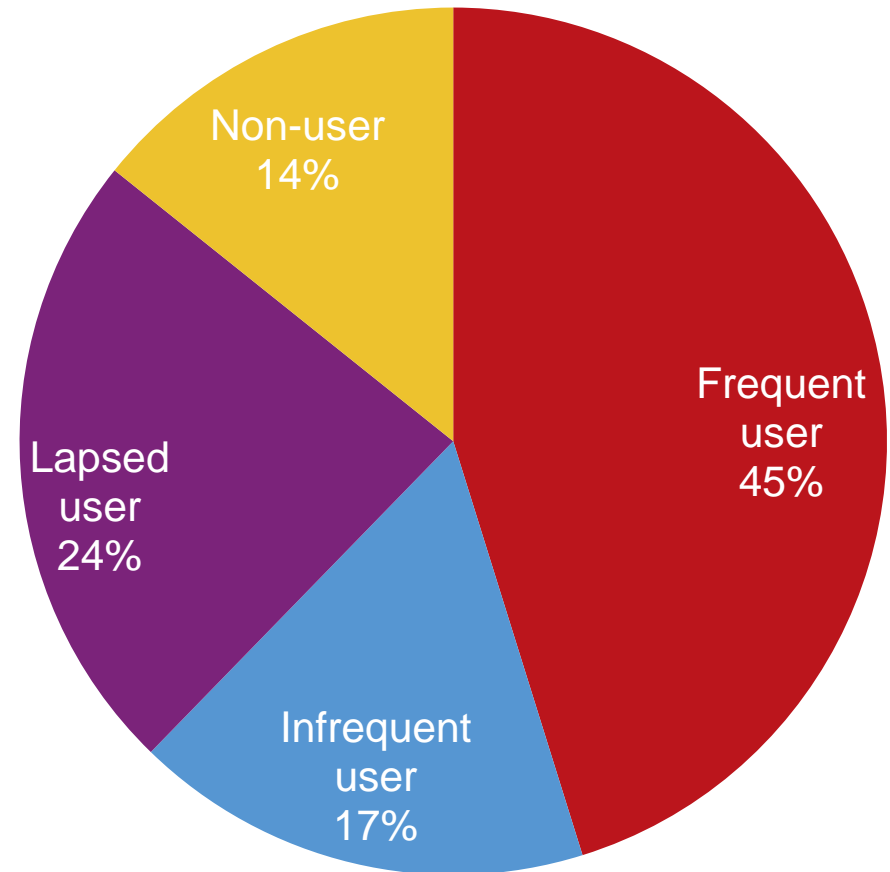


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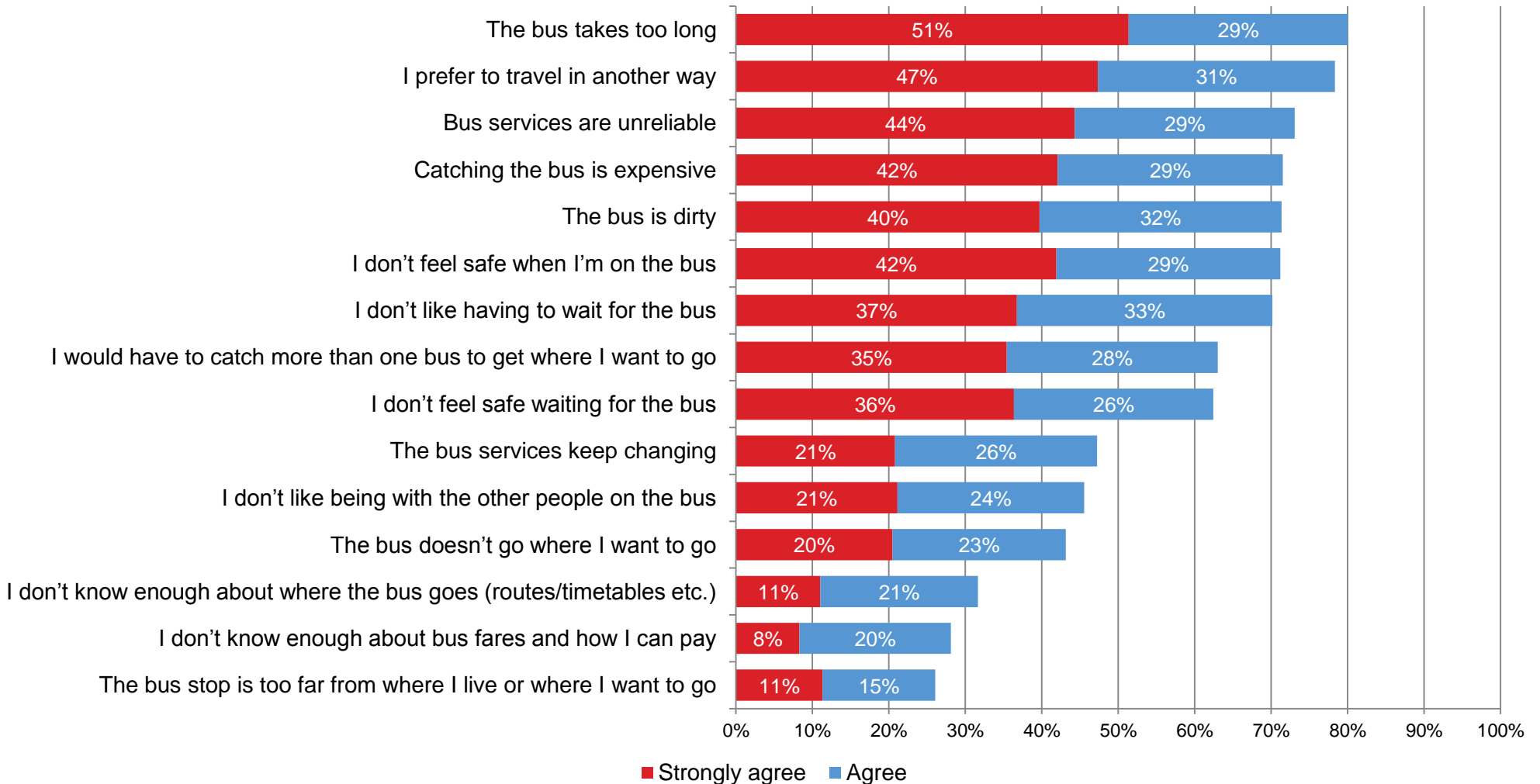
 **Birmingham**  
City Council

# Bus Survey

- 5 weeks
- 6,514 responses
  - 4,057 do use the bus
    - 2,943 frequent users (at least once per week)
    - 1,114 infrequent users (not every week)
  - 2,457 don't use the bus
    - 1,528 lapsed users (used to travel but not in the last 5 years)
    - 929 non-users (never travel by bus in Birmingham)



# Why don't you travel by bus in Birmingham?



# Before you travel

There are not enough frequent buses on major services and often single decker buses are used to provide rush hour times!

...buses should be more frequent, people haven't got all day, in all weathers to wait for bus.

Would help  
If they are more frequent especially in the morning..... and evening.... when people use them to travel to and from work

There's no staggering of the buses. One minute there's no buses then next minute there [are] 10 buses

# At the bus stop

Better quality waiting areas  
& shelters for bus  
passengers, current ones  
don't offer much protection.

...the bus app is very good  
for arrival and departure  
times.

I do not feel safe as its dark  
and lonely and trouble young  
kids around causing trouble.

I definitely wouldn't take the  
bus is because I feel too  
vulnerable when travelling  
alone day or night

# The bus journey

Sadly, too many bus passengers think it is acceptable to put their feet on seats and leave their empty cans and cups to roll around on the floor

They need to be cheaper

Anti social behaviour and people's rudeness in general that put me off

I have noticed that having the bus lane has made my journey faster.

Very unreliable, dirty, do not feel safe on the bus.

## Other comments

I think I'd feel safer if they had a bus inspector on each bus that could stop any trouble that might occur.

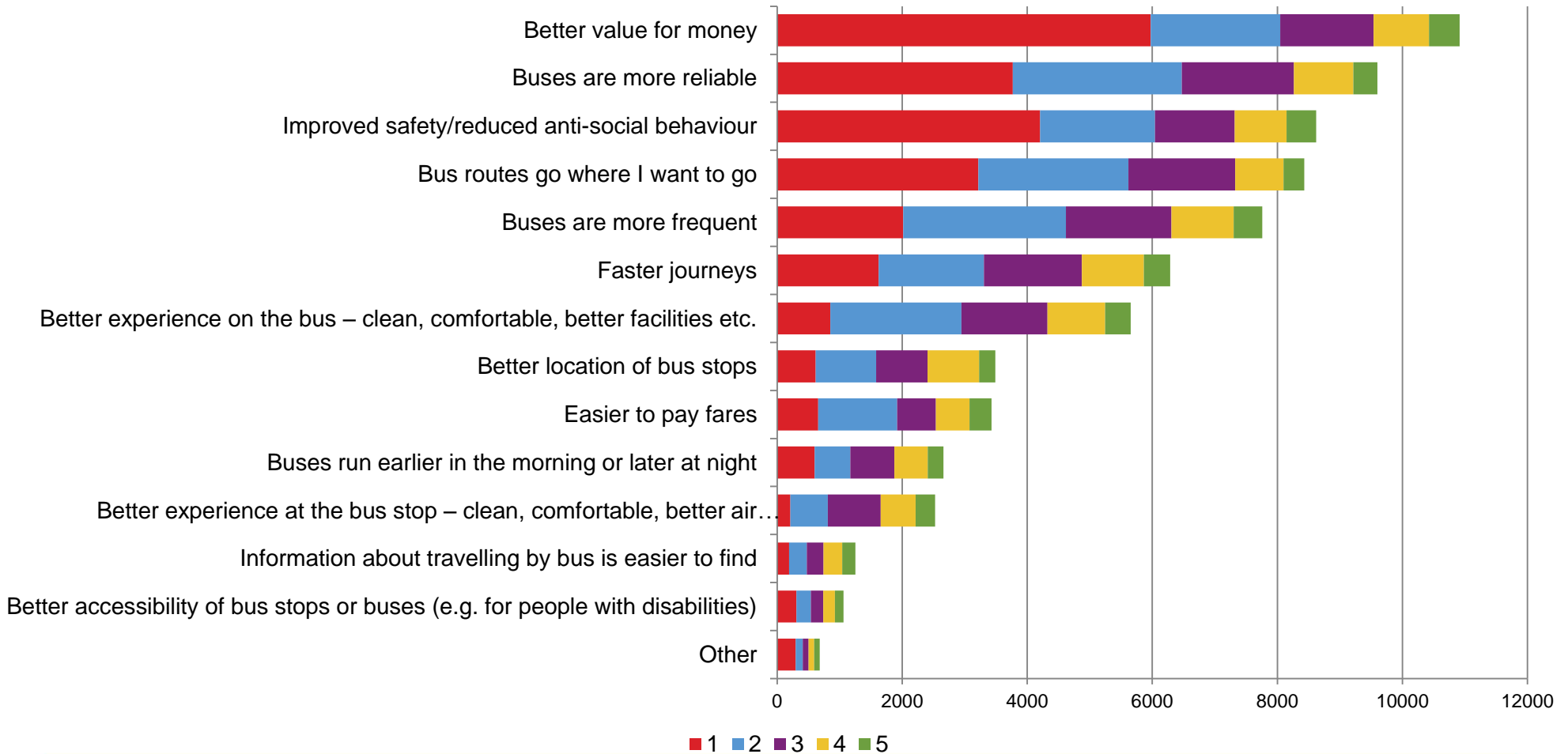
There needs to be a connection between bus travel and trains

The practice of randomly stopping at bus stops for several minutes at a time, on the grounds that "the bus is early" drives passengers mad with frustration.

Fares too confusing, with different operators, and area fares, etc.

It is imperative to stamp out all the anti social behaviour on buses and to make them clean, safe and reliable. I feel more people would use them and possibly realise that they can do without a car which would be wonderful for clean air in our city

# Areas for improvement





Buses could and should be the primary mover of people around the city and indeed the conurbation. This service needs support and powers to create its rightful place in the transport hierarchy.

[...]

The bus is a vital tool in starting the tough jobs of solving congestion, air quality and our climate crisis.

Lets celebrate the bus.

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