

**Route X26 origin and
destination study**

08047

April 2009

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- Research conducted by Synovate

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Notes on Report

Note on sample

- The X26 route runs from Croydon to Heathrow
 - X26 users were interviewed whilst travelling on the X26 service
- Other route users:
 - Users of parallel routes 213, 285 or 407 were interviewed on alighting. The interview stops were also served by route X26. Some interviewees had boarded at stops not served by route X26
- An overall target of 250 interviews was set for each wave, consisting of:
 - 150 X26 users
 - 100 other route users
- A total of 254 and 303 interviews were achieved in wave 1 (03-19 October 2008) & wave 2 (23 February – 03 March 2009) respectively, covering the route outbound (Croydon-Heathrow) and inbound (Heathrow-Croydon)
 - Interviews were conducted in shifts covering 6am-7pm
 - 6am – 12pm
 - 8am – 2pm
 - 12pm – 6pm
 - 12pm – 7pm
- The following data was weighted to quota to allow for comparability between waves, please see appendix for full details of sample and weighting

Note on significant differences

- Significant differences to at least 95% are shown throughout this report

- Where significant differences exist *within wave (between users)* the following notation is used:

$X\%$ = significantly higher than the corresponding result in the same wave. (The corresponding result is annotated thus: \$)

- Where significant differences exist *between waves* the following notation is used:

$X\%$ = significantly higher than the corresponding result between waves. (The corresponding result is annotated thus: *)

Executive Summary

Executive Summary

- X26 users broadly fall into two groups – those who are travelling for the first time or with low frequency and may be using the bus for a trip away, and those who are using the service on a regular basis for commuting and shopping
- There are significant and consistent differences between X26 and the other routes in terms of the frequency of travel. Less than half of X26 users are using the X26 service at least once a week, compared to over three quarters of other route users
- The main reason cited by X26 users for using this service is that it is 'quicker' and 'more direct'
- 61% of X26 users were aware that the frequency of the X26 service had recently increased from hourly to every half an hour
- Overall X26 users are very satisfied with the service as a whole, and satisfaction with the frequency of the service has increased significantly since the timetable change. However, when prompted, 84% of X26 users agreed the service could be improved through more frequent buses even after the timetable change
- Three quarters of other route users were aware of the X26 service
- The most common reasons other route users who were aware of the X26 did not use it on the day of the interview were that they took the first bus to arrive or that the X26 did not stop where they needed to get on

Research Overview

Introduction

- The X26 is one of a few limited stop bus services operated by London Buses
- This service runs from Croydon to Heathrow via Sutton and Kingston
- This research aimed to explore the opinions of those using the X26 service and those that are travelling the same, or part of the same route using other bus services, both before and after a change in the frequency of the X26 service from an hourly service to every 30 minutes
 - The initial wave of research was conducted 03-19 October 2008 (hourly service)
 - The second wave of research was conducted in 23 February 08 March 2009 (every 30 minutes)
- As there is no one single other route to the X26, three routes were investigated to cover the whole X26 route Croydon-Heathrow:
 - Route 407 – Croydon-Sutton section
 - Route 213 – Sutton-Kingston
 - Route 285 – Kingston-Heathrow
- The change in timetable came into effect on 22 November 2008, with the potential of further increasing the frequency, depending on the effect of the initial change

Research Objectives

- This research is designed to look at the users of route X26 and other local buses before and after the change to a 30 minute service
- The specific objectives of the project are:
 - To investigate attitudes towards the X26 service, including the reasons for choice of route, perceived effectiveness and reliability of the service in relation to the other options available (i.e. train, tram, underground, car as applicable), and perceived value for money of the service
 - To investigate usage patterns amongst users of the routes including – ultimate origin and destination, frequency of travel on the route/s, and purpose of the journey/s
 - To assess perceptions of the vehicles in terms of the amount of room or space available both for passengers and for luggage, and the levels of comfort
 - To identify any differences in the above before and after the increase in frequency of the service (from hourly to every 30 minutes); does the change in frequency have an impact on the use and perceptions of the service and if so what is this and why?

Methodology

- Face to face interviews were conducted with customers
- Those travelling on the X26 route were interviewed onboard the bus and for other route users the interviews were conducted at corresponding X26 bus stops
- There are 14 stops along the X26 route, and interviews were conducted at all points ensuring the full length of the route was covered. The stops allocated were:
 - West Croydon Bus Station
 - East Croydon Dingwall Road
 - Wallington Green
 - Carshalton High Street
 - Sutton Grove Road
 - Cheam Broadway
 - North Cheam Queen Victoria
 - Worcester Park Station
 - New Malden Kingston Road
 - Kingston Clarence Street Bus Station
 - Kingston John Lewis / Bentall Centre
 - Teddington Broad Street
 - Hatton Cross Bus Station
 - Heathrow Airport Bus Station

Sample

- Bus customers either on the X26 or, for the other route users, at the specified alighting bus stops, were approached for interview on a 'next available person' basis
- An overall target of 250 interviews was set for each wave, consisting of 150 X26 users and 100 other route users.
- A total of 254 and 303 interviews were achieved in wave 1 & wave 2 respectively, covering the route outbound (Croydon-Heathrow) and inbound (Heathrow-Croydon)

	Route	Croydon - Sutton	Sutton - Kingston	Kingston - Heathrow	Route Total	User/ Non-user Total
Wave 1	X26 (users)	47	45	62	154	154
	407	25	-	-	25	
	213	-	36	-	36	
	285	-	-	39	39	
	Wave 1 Total	83	83	83	250	254
Wave 2	X26 (users)	82	61	39	190	190
	407	27	-	-	27	
	213	-	47	-	47	
	285	-	-	39	39	
	Wave 2 Total	109	108	78	303	303

Weighting

- To ensure comparability between waves weighting to quota was applied:
 - Both waves have an extremely good weighting efficiency (100% is perfect, 75% is acceptable):
 - Wave 1 98.6% weighting efficiency
 - Wave 2 97.5% weighting efficiency
 - Applying a weighting to data means boosting the answers of some to be worth more than 1 and decreasing the values of others to be less than 1 (i.e. 154 weighted to 150 means that all will now have a value slightly less than 1)
 - The weighting efficiency demonstrates the efficiency of the data once weight is applied (or the more similar to the weighted universe the data is the higher the efficiency)
- When combining the sample the weight of responses are shown in the tables to the right.
- All reported figures are weighted

	Weighted base	Quota %	Number achieved W1	W1 %	Number achieved W2	W2 %
X26	150	60%	154	60.6%	190	62.7%
Other route users	100	40%	100	39.4%	113	37.3%
407	33	13.2%	25	9.8%	27	8.9%
213	33	13.2%	36	14.2%	47	15.5%
285	34	13.6%	39	15.4%	39	12.9%
Total	250	100%	254	100%	303	100%

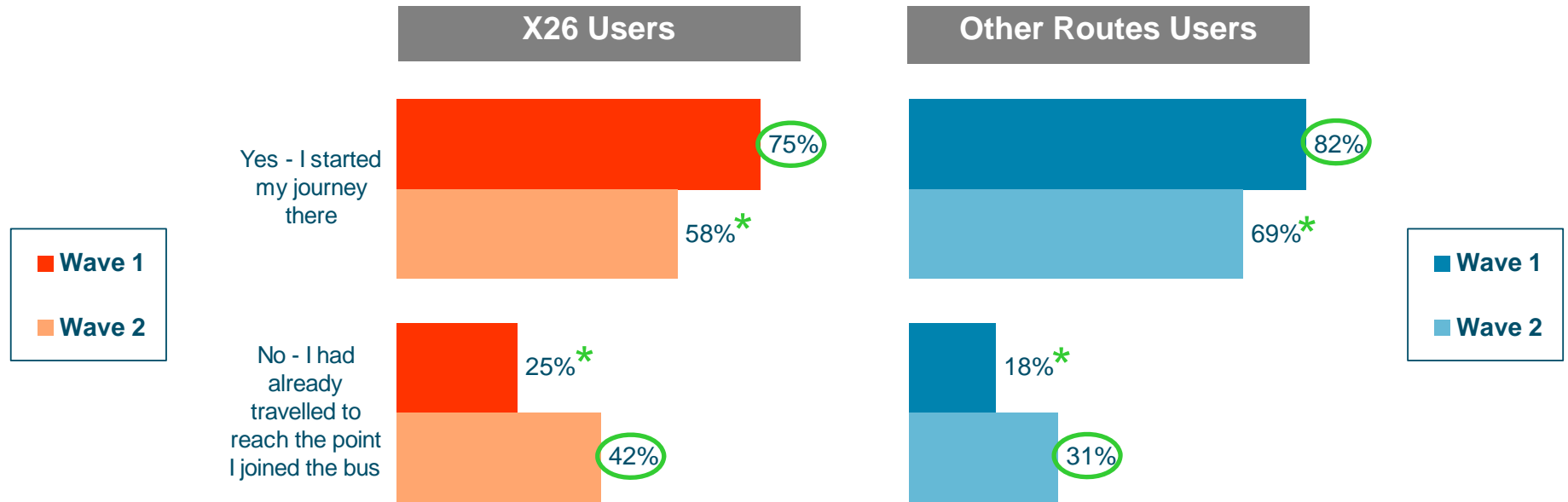
	Weighted base	Quota %	Number achieved	% achieved
X26	300	60%	344	61.8%
Wave 1 X26	150	30.0%	154	27.6%
Wave 2 X26	150	30.0%	190	34.1%
Other route users	200	40%	213	38.2%
Wave 1 407	33	6.6%	25	4.5%
Wave 2 407	33	6.6%	27	4.9%
Wave 1 213	33	6.6%	36	6.5%
Wave 2 213	33	6.6%	47	8.4%
Wave 1 285	34	6.8%	39	7.0%
Wave 2 285	34	6.8%	39	7.0%
Total	500	100.0%	557	100.0%

Detailed Findings

- Route usage

Journey starting point

- The majority of all users had not travelled by another motorised mode prior to boarding the bus
- However, wave 2 sees a significant decrease in X26 users doing this, from three quarters to 6 in 10 (a decrease of -17% for X26 users and -13% for other route users)



There are no significant differences between X26 and other route users

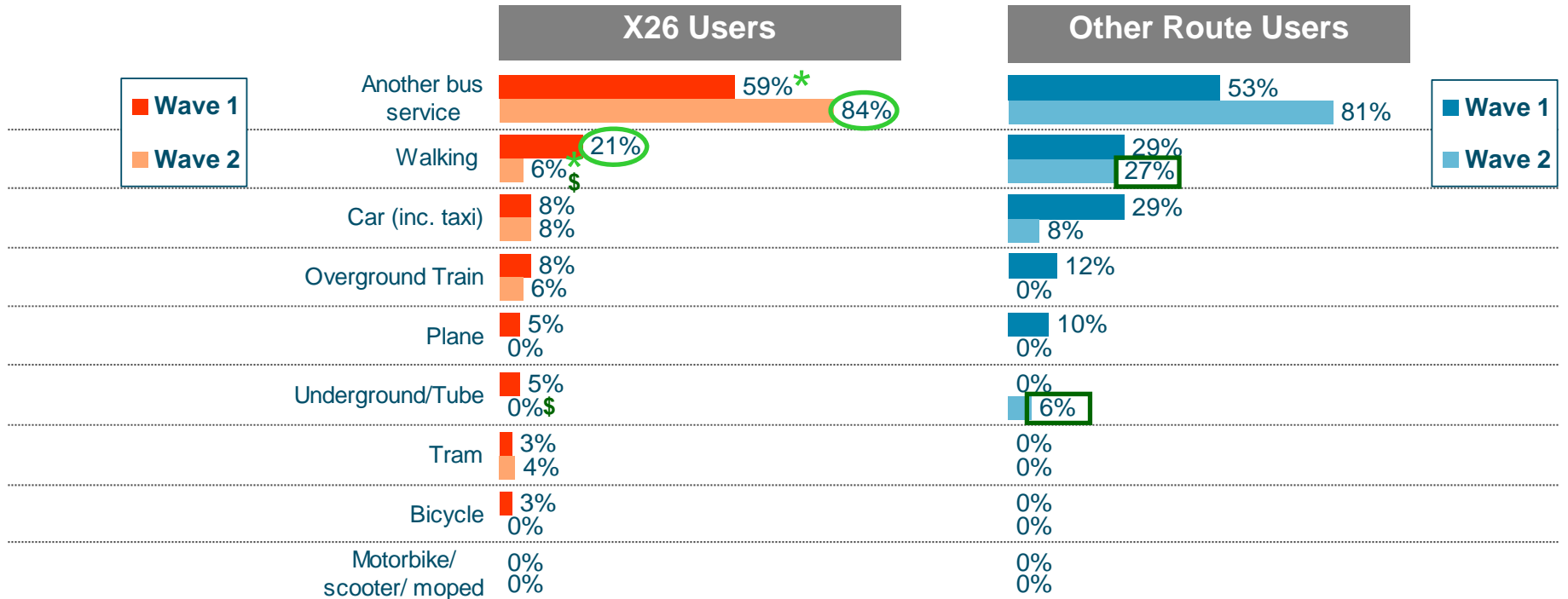
Source: Q1A: Was the point at which you got on the bus the actual start of your journey today, or had you already travelled to get there?
 Base: X26 users: Wave 1 (154); other route users: Wave 1 (100)
 Wave 2 (303); X26 users: Wave 2 (190); other route users: Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

All modes of travel used before boarding X26 route

Those who had already travelled before boarding

- Over half of X26 users who had travelled before boarding the route had used another bus, 6 in 10 in wave 1 and a significant increase to over 8 in 10 in wave 2
- 1 in 5 in wave 1 had already walked (for more than 10 minutes) on their journey, down to less than 1 in 10 in wave 2
- Other route users are consistently more likely to walk than X26 users, and significantly more so in wave 2



Source: Q1B What means of transport had you already used to get to the place where you boarded the bus?

Base: X26 users: Wave 1 (39*); other route users: Wave 1 (19**)

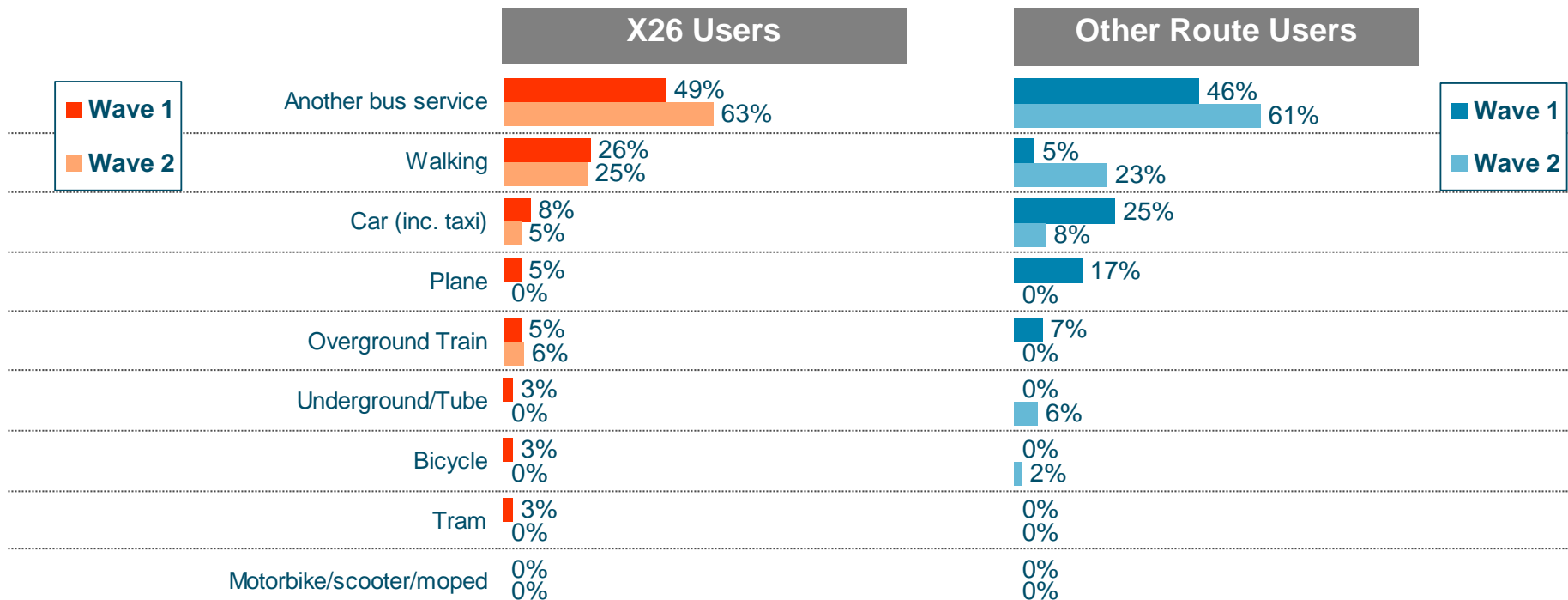
X26 users: Wave 2 (79); other route users: Wave 2 (35*) * **Small base** ** **Very small base**

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Mode of travel used *immediately* before boarding X26 route

Those who had already travelled before boarding

- Of X26 users who had travelled before boarding the route, half in wave 1 and 6 in 10 in wave 2 had used another bus service
- Around a quarter of X26 users who had travelled before boarding the X26 had walked (for more than 10 minutes), immediately before doing so



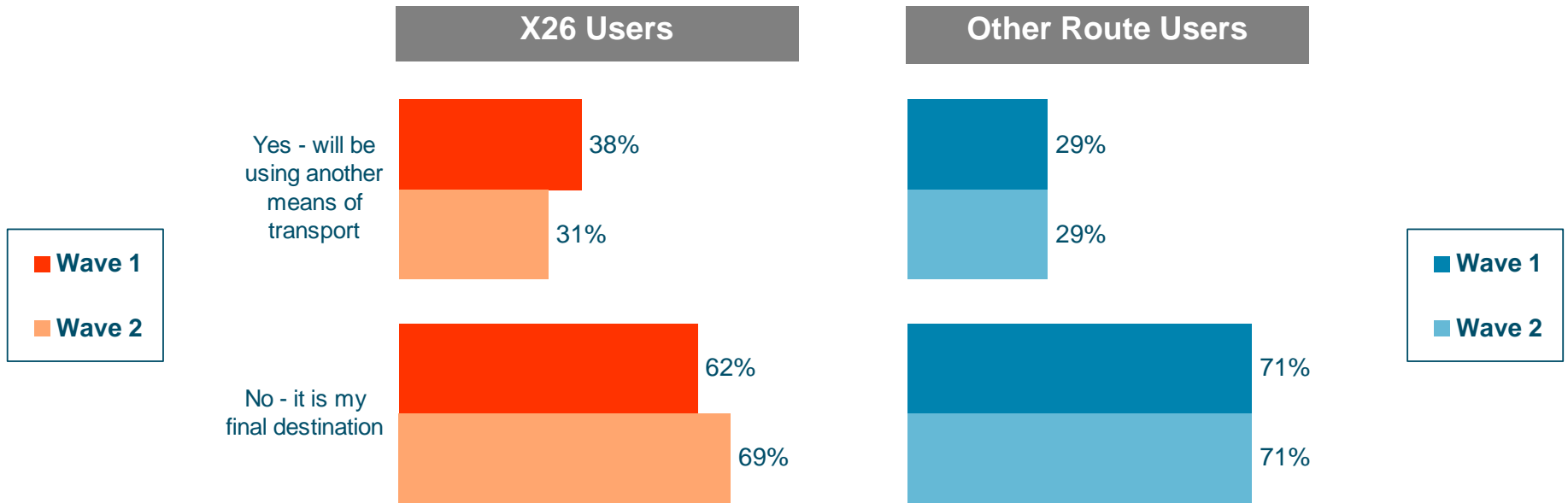
There are no significant differences

Source: Q1C What is the means of transport you used immediately before switching onto this bus to?
 Base: X26 users: Wave 1 (29*); other route users: Wave 1 (19**)
 X26 users: Wave 2 (79); other route users: Wave 2 (35*) * **Small base** ** **Very small base**

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Journey continuation

- Around 7 in 10 X26 users were using the route to reach their final destination
- Whilst there is an increase in the proportion of X26 users finishing their journey on the X26 this is not significant



There are no significant differences

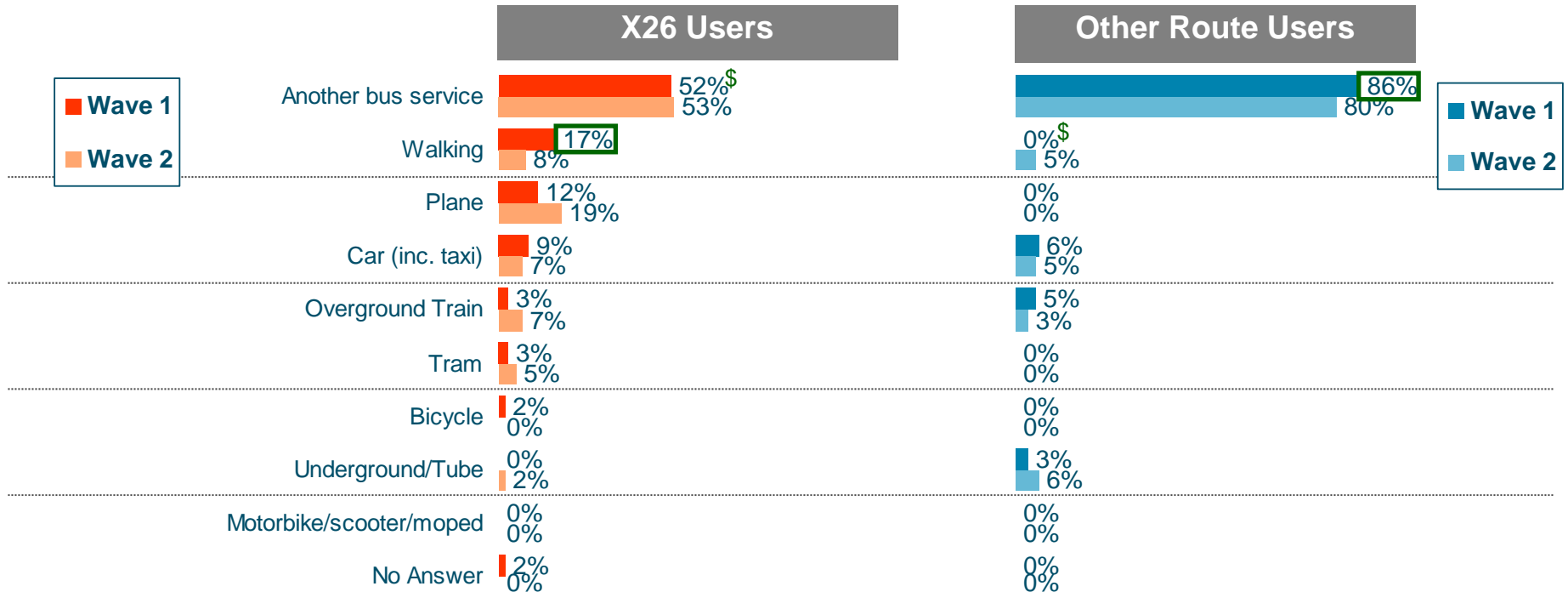
Source: Q4A. To reach your final destination, will you be continuing your journey by some other means of transport?
 Base: X26 users: Wave 1 (154); other route users: Wave 1 (100)
 X26 users: Wave 2 (190); other route users: Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Mode of travel used to continue journey

Those who will be continuing their journey

- Of those X26 users who were continuing their journey, just over half indicated that they would be doing so using another bus service
- This pattern was even stronger for other route users, and in wave 1 they were significantly more likely to be doing so than X26 users



There are no significant differences between waves

Source: Q4B. What means of transport will you be using to continue your journey?

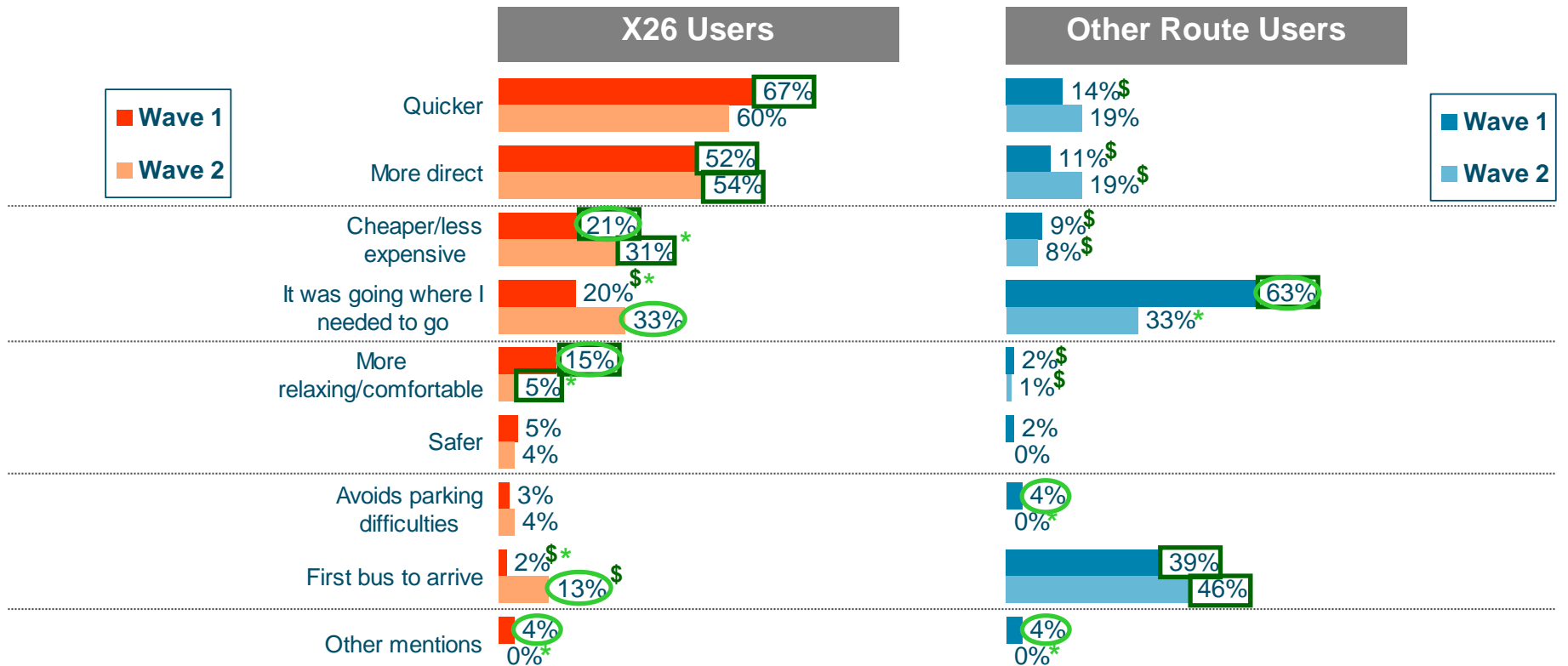
Base: X26 users: Wave 1 (58); other route users: Wave 1 (31)

X26 users: Wave 2 (59); other route users: Wave 2 (31)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

All reasons for using the service today

- The following is a list reasons that users of all routes gave unprompted as to why they were using that particular route
- The main reason for using the X26 is that it is 'quicker' (significantly more frequently answered than by other route users)
- Other route users are more likely to cite because 'it was the first bus to arrive' than X26 users
- However, there is a significant increase after the timetable change, of X26 users citing 'it was the first bus to arrive' as their reason for use, from 2% to 13%

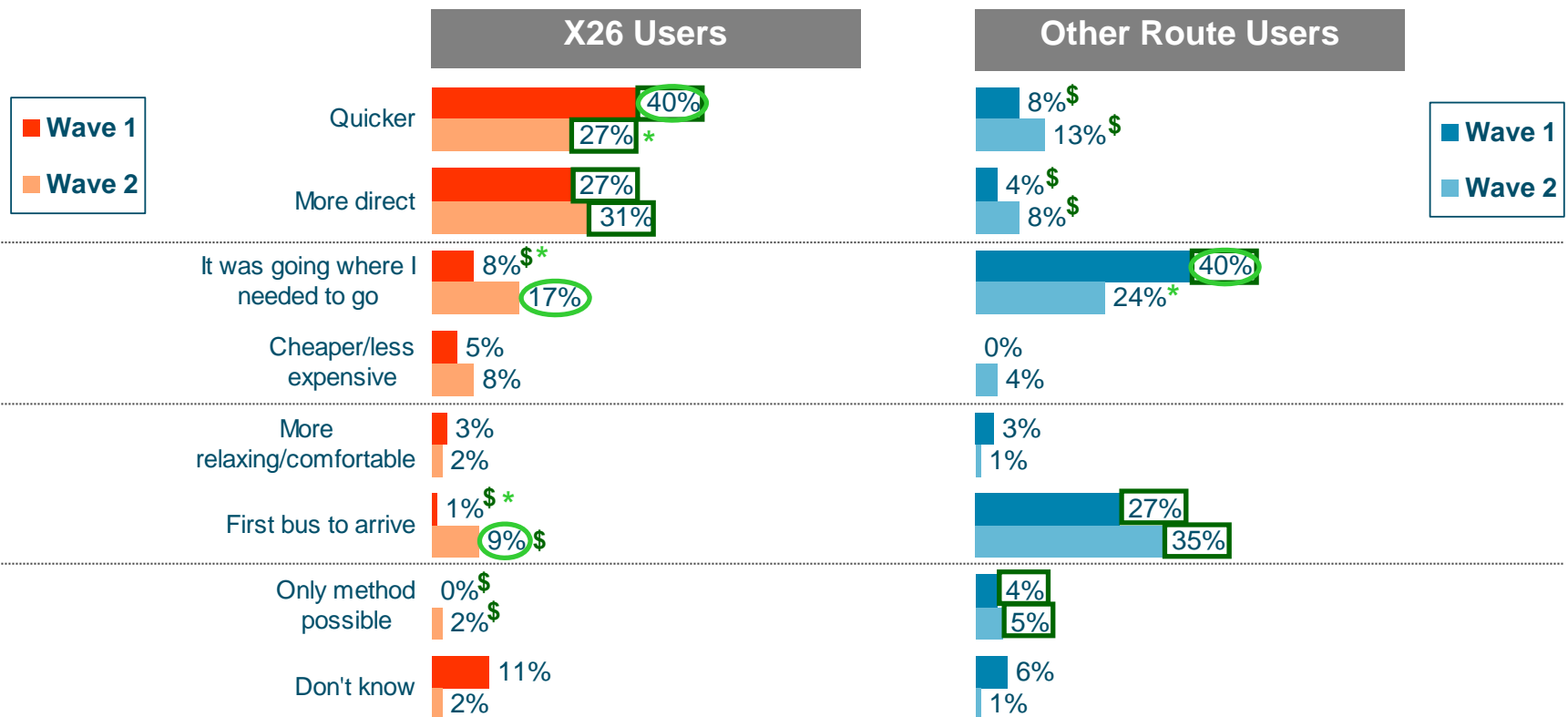


Source: Q6A. Why did you use this bus (X26, 407, 213, 285) today?
 Base: X26 users: Wave 1 (154); Wave 2 (190)
 Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Main reason for using the service today

- The one main reason that was given unprompted for using the X26 is that it is 'quicker' or 'more direct' (both significantly more so for X26 than for other services by those users)
- Other route users are more likely to cite because 'it was the first bus to arrive' than X26 users
- However, there is a significant increase, after the timetable change, of X26 users citing 'it was going where they needed to go' as their main reason for use (from 1% to 9%) and saying it was going where they needed to go



Source: Q6B. And what was the one main reason for using the (X26, 407, 213, 285) today?
 Base: X26 users: Wave 1 (154); Wave 2 (190)
 Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Main reason for using the service today

Summary of significant differences

Between waves (X26 users W1 vs. X26 users W2)

- W1 X26 users are significantly more likely to say '*quicker*' than W2 X26 users (40% W1 vs. 27% W2)
- W2 X26 users are significantly more likely to say '*it was going where I needed to go*' than W1 X26 users (17% W2 vs. 8% W1)
- W2 X26 users are significantly more likely to say '*first bus to arrive*' than W1 X26 users (9% W2 vs. 1% W1)

Between waves (Other route users W1 vs. Other route users W2)

- W1 other route users are significantly more likely to say '*it was going where I needed to go*' than W2 other route users (40% W1 vs. 24% W2)

Between users (X26 users vs. Other route users)

- X26 users are significantly more likely to say '*quicker*' than other route users (40% W1 X26 vs. 8% W1 other route users, 27% W2 X26 vs. 13% W2 other route users)
- X26 users are significantly more likely to say '*more direct*' than other route users (27% W1 X26 vs. 4% W1 other route users, 31% W2 X26 vs. 8% W2 other route users)
- Other route users are significantly more likely to say '*first bus to arrive*' than X26 users (27% W1 other route users vs. 1% W1 X26, 35% W2 other route users vs. 9% W2 X26)
- Other route users are significantly more likely to say '*only method possible*' than X26 users (4% W1 other route users vs. 0% W1 X26, 5% W2 other route users vs. 2% W2 X26)

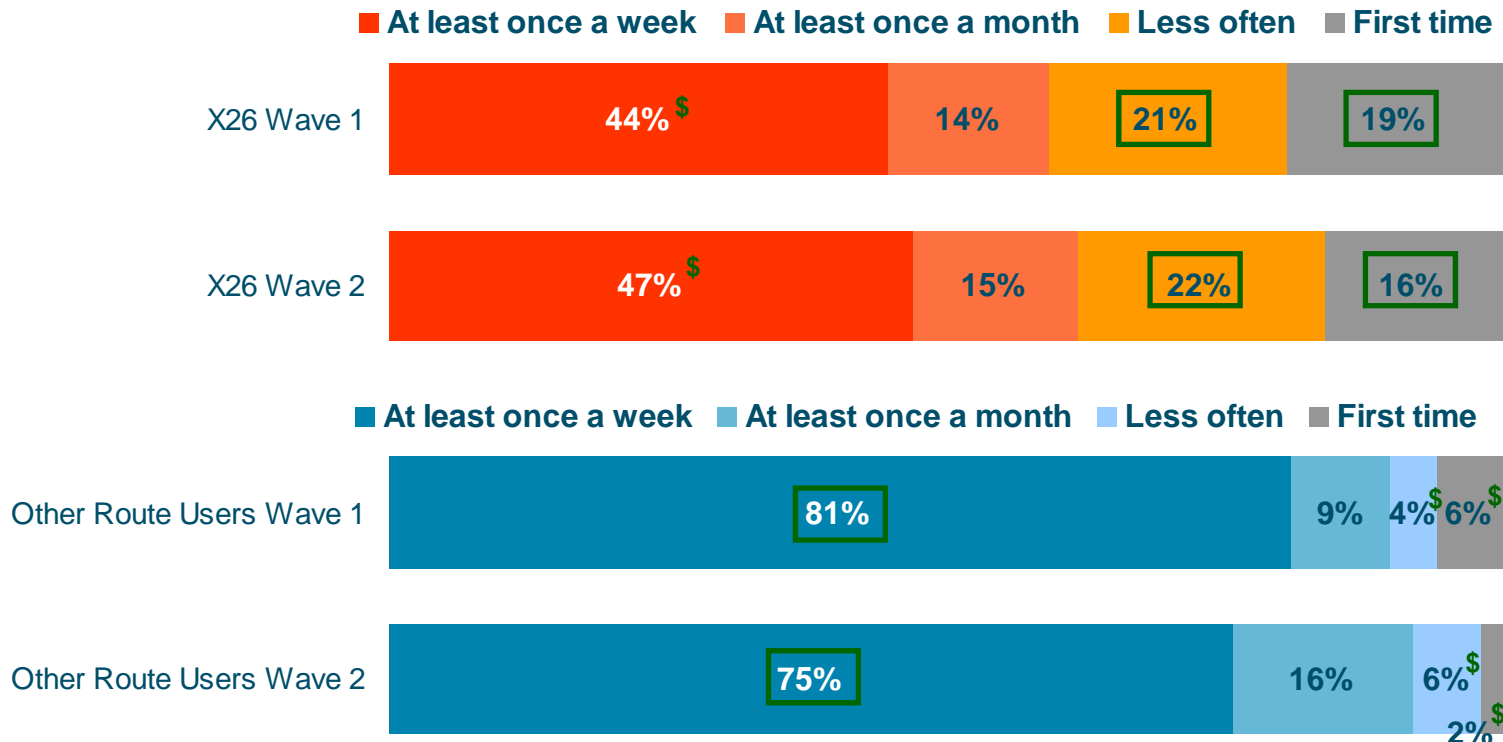
Source: Q6B. And what was the one main reason for using the (X26, 407, 213, 285) today?

Base: X26 users: Wave 1 (154); Wave 2 (190)

Other route users: Wave 1 (100); Wave 2 (113)

Frequency of this journey using the same service as today

- X26 users are making this journey using the X26 less often than other route users make the same journey
- At least three quarters of other route users make this journey at least once a week on the same bus, whilst this is around 4 in 10 X26 users
- X26 users are more likely to be making this journey on an X26 for the first time or to make this journey less than once a month, true for 1 in 5 compared with less than 1 in 10 other route users



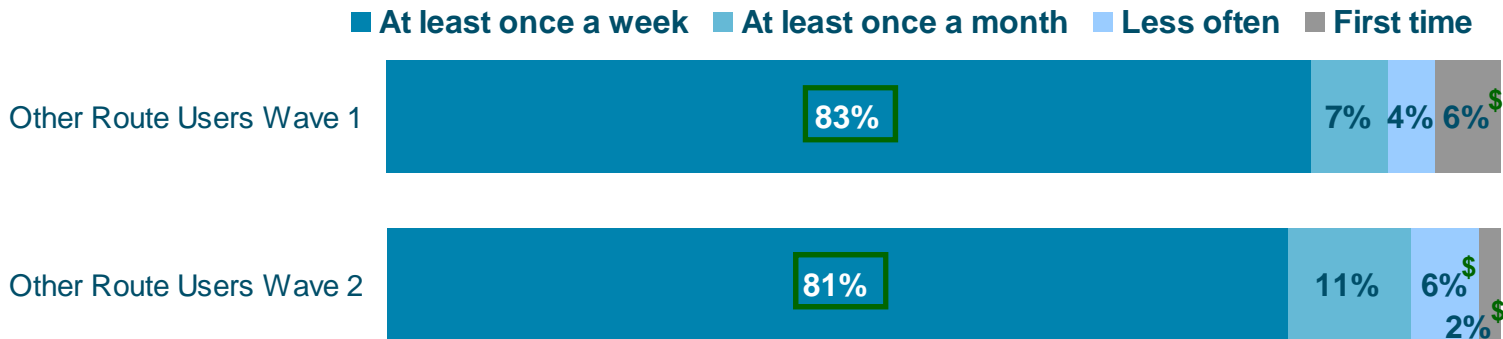
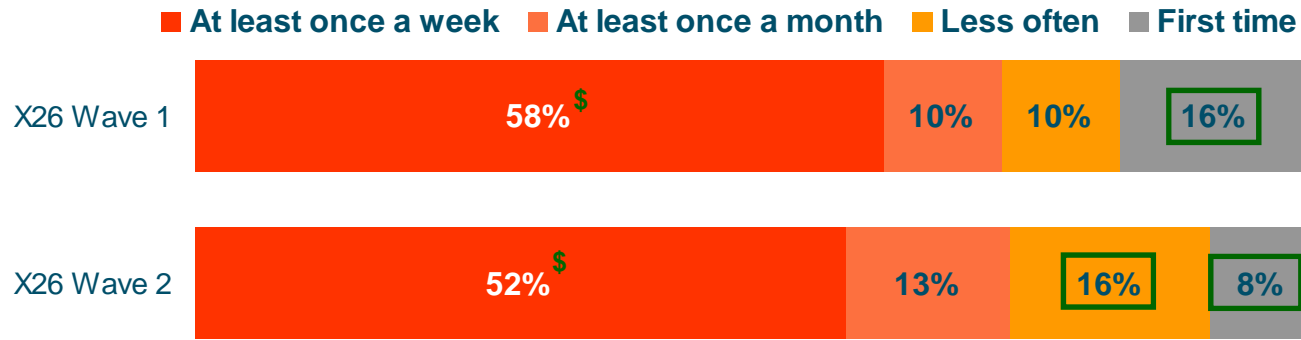
There are no significant differences between waves

Source: Q7. How often do you do this journey using the (X26/ 407/ 213/ 285] bus?
 Base: X26 users: Wave 1 (154); Wave 2 (190)
 Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Frequency of this journey using any service

- At least half of all X26 users make this same journey using any bus service at least once a week, this is significantly lower than other route users (8 in 10)
- 1 in 6 X26 users in wave 2 make this journey less than once a month
- Significantly more X26 users were making this journey for the first time



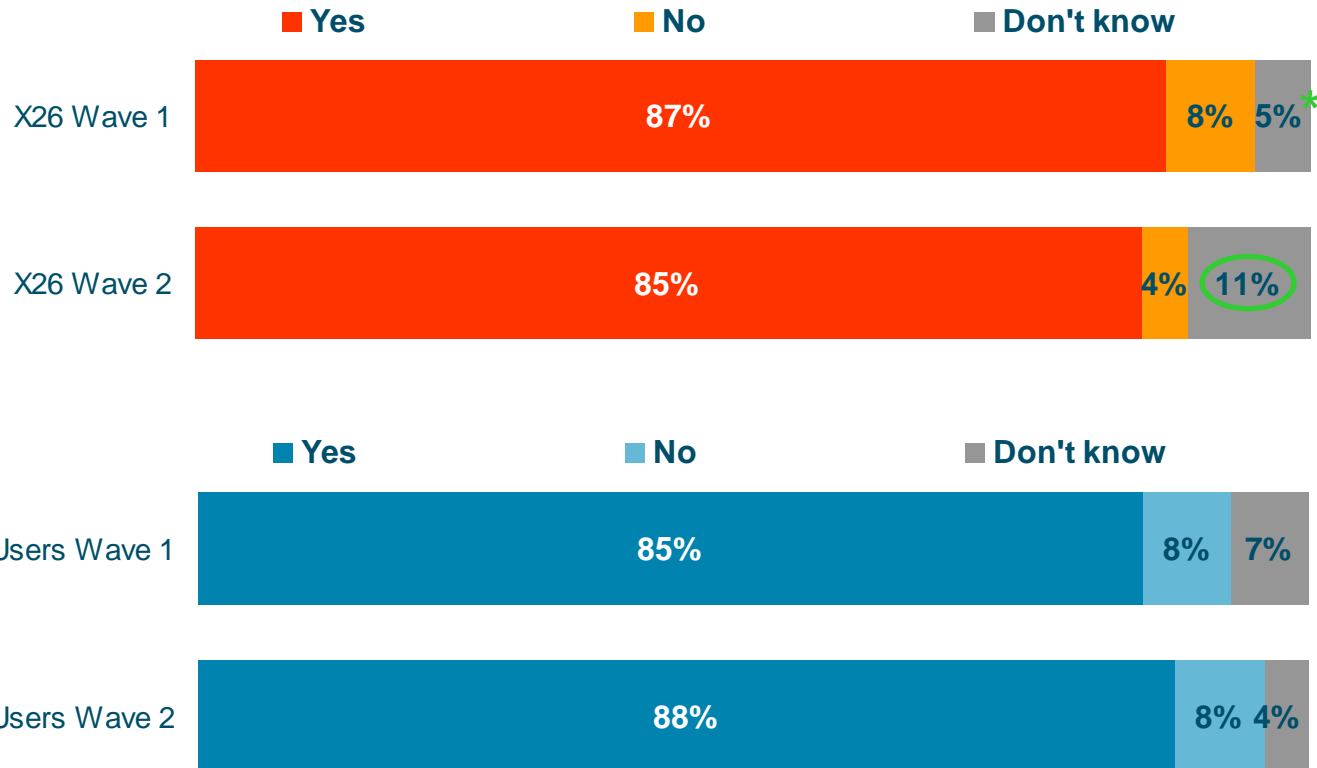
There are no significant differences between waves

Source: Q8. And in general, how often do you do this journey using a bus (not necessarily the one you used today)?
 Base: X26 users: Wave 1 (154); Wave 2 (190)
 Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Preferred means of travel

- Almost 9 in 10 X26 users state that the X26 service is their preferred means of travel for this journey
- Likewise, nearly 9 in 10 other route users prefer the service (407, 213 or 285) that they used on the day of the interview



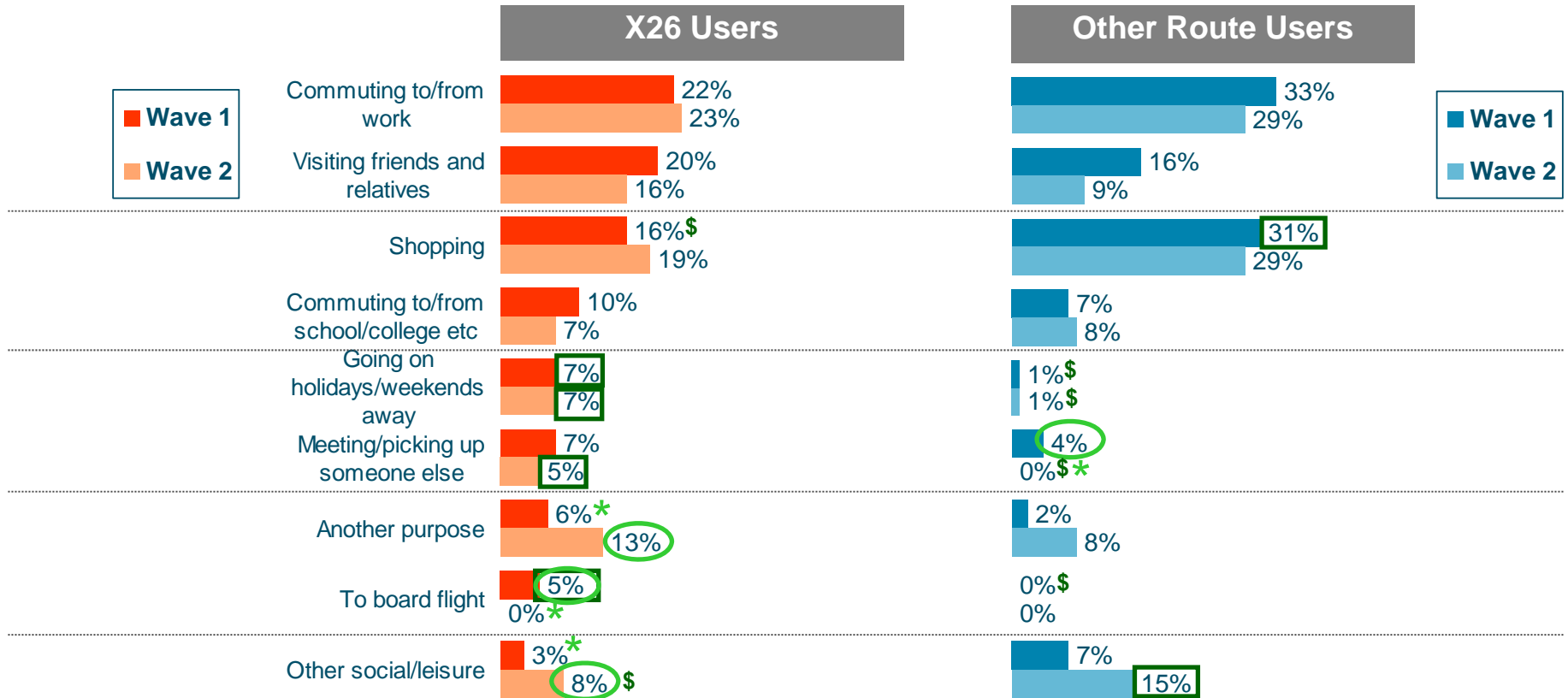
There are no significant differences

Source: Q9. And is the service that you have used today your preferred route, or way to make this journey?
 Base: X26 users: Wave 1 (154); Wave 2 (190)
 Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Main purpose of journey

- The main journey purposes for around 1 in 5 X26 users are commuting to/from work and shopping, this is in line with other route users
- X26 users are more likely to be going on holiday/ weekends away, meeting/ picking someone up, or (in wave 1) boarding a flight than the other route users



Source: Q11. What is/was the main purpose of your journey today?

Base: X26 users: Wave 1 (154); Wave 2 (190)

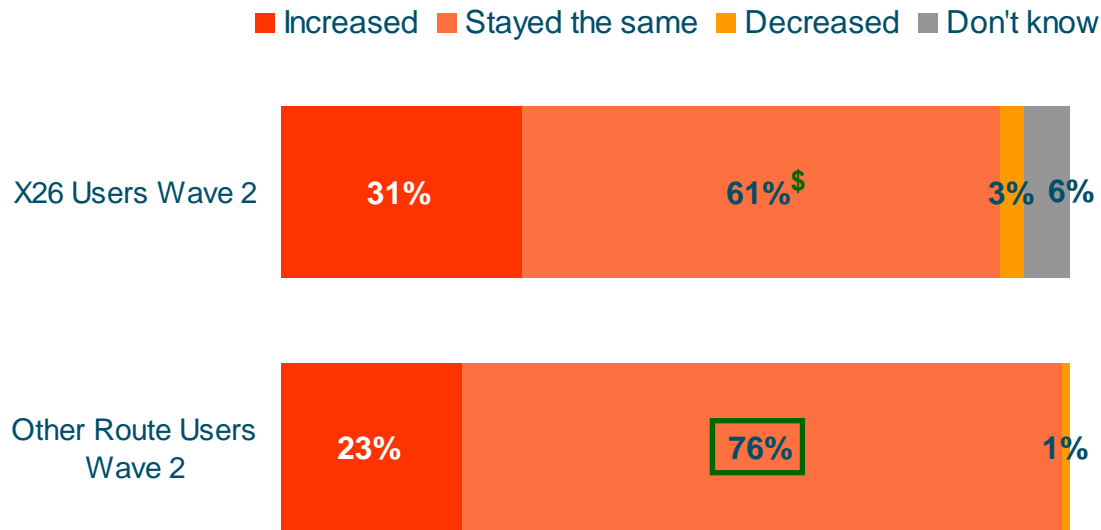
Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)

□ = sig. higher than \$ within waves (at least 95%)

Frequency of bus use compared to last year

- 3 in 10 X26 users feel that the amount they are using buses for journeys such as this has increased
- Three quarters of other route users state that they use the bus the same amount as they used it for journeys 'this time last year', significantly higher than for X26 users



Question only asked in wave 2

Source: Q11a. Would you say that the amount you use buses for journeys, such as the one you are making today, has increased, decreased or stayed the same compared to this time last year?

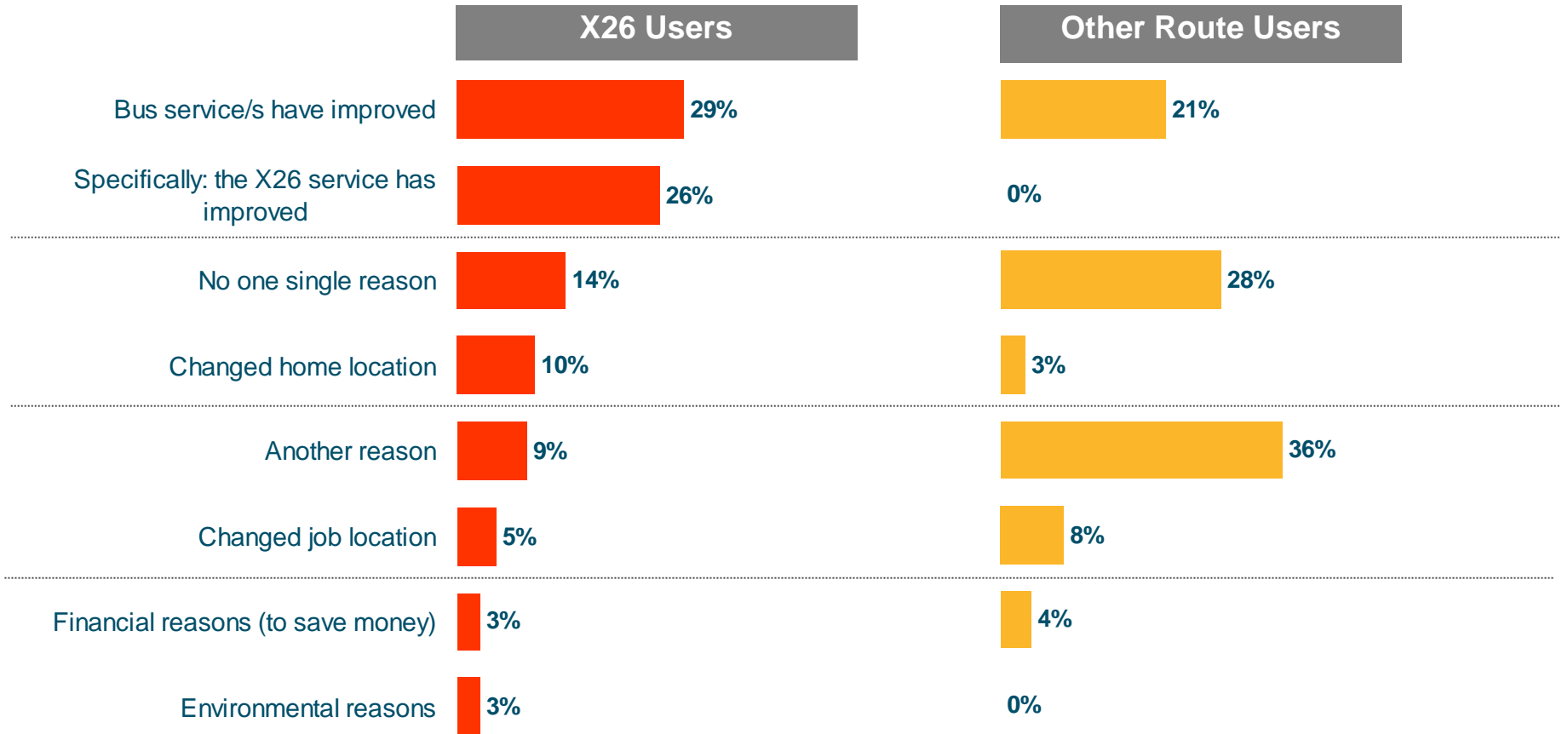
Base: Wave 2: X26 (190); Wave 2: Other route users (113)

□ = sig. higher than ^{\$} within waves (at least 95%)

Reasons for increased bus usage for journeys such as today

All who say usage has increased

- Among those X26 users who have increased their usage, a perceived improvement in bus service(s) is the main reason for this increase - a quarter of X26 users specifically feel that the X26 service has improved



Question only asked in wave 2

Source: Q11B. What would you say is the one main reason that your use of buses for journeys like this has increased compared with this time last year?

Base: All whose use has increased: X26 wave 2 (58); Other route wave 2 (28**) ** Very Small Base

 = sig. higher than ^{\$} within waves (at least 95%)

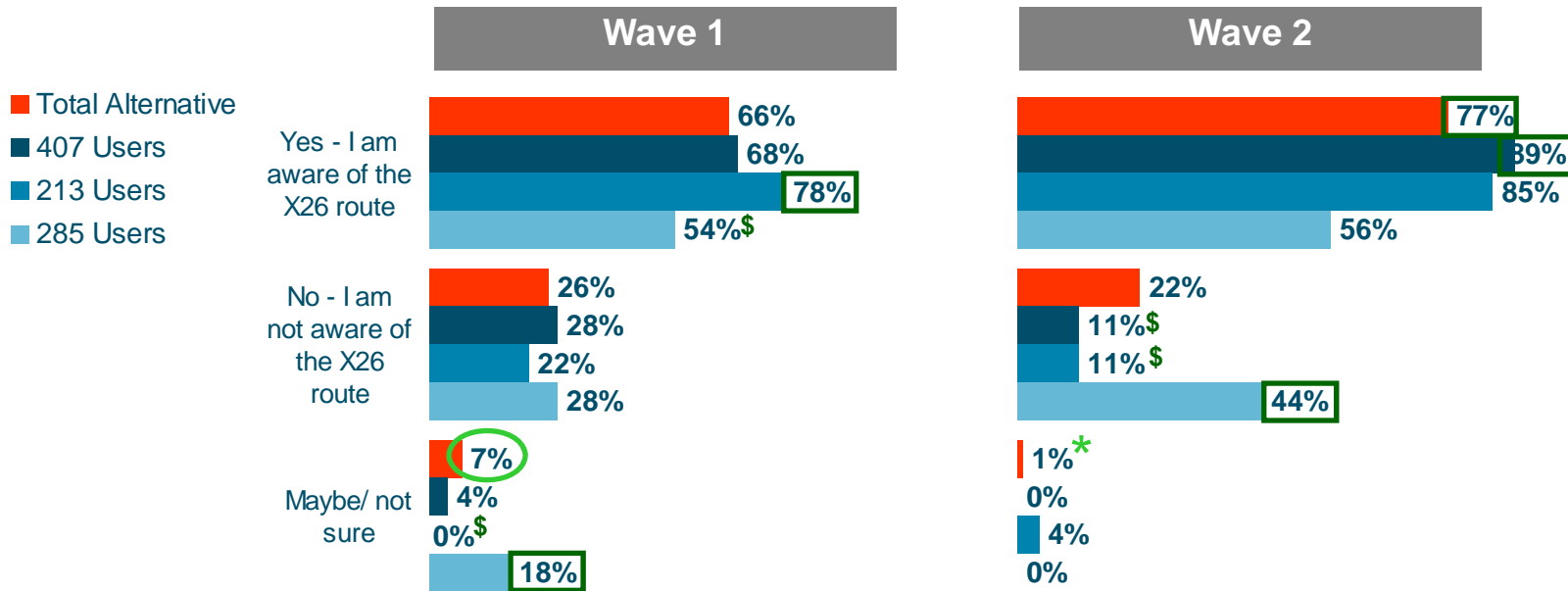
Detailed Findings

- Other route users only

Awareness of X26 route

Other route users

- Three quarters of other route users are aware of the X26 route
- Those using the 285 (Heathrow-Kingston) service are consistently the least aware



Generally there is an increase in awareness between waves, however this is not significant

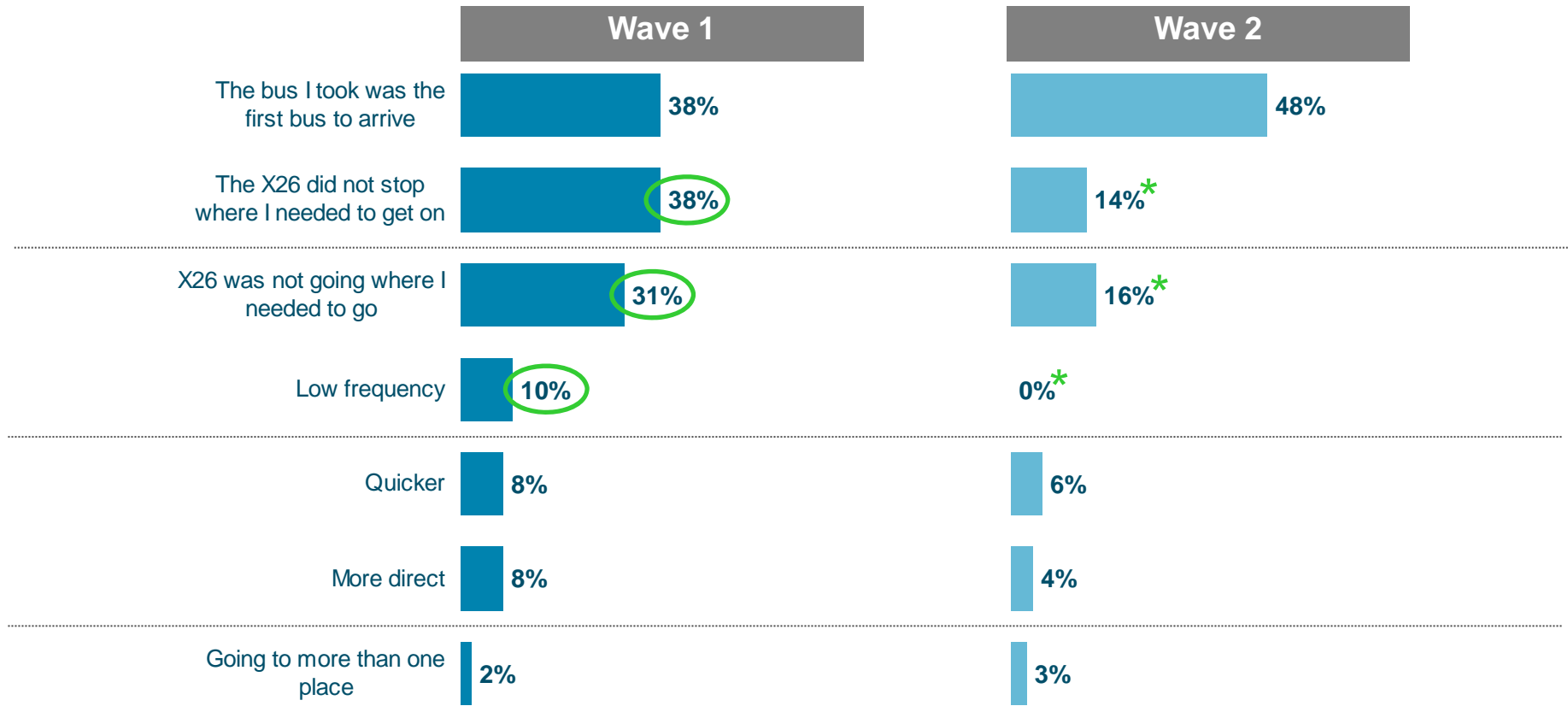
Source: Q12. Are you aware of the X26 bus route? This runs between Croydon and Heathrow via Sutton and Kingston?
 Base: Wave 1: Other route users (100); Wave 1: 407 users (25**); Wave 1: 213 users (36*); Wave 1: 285 users (39*)
 Wave 2: Other route users (113); Wave 2: 407 users (27**); Wave 2: 213 users (47*); Wave 2: 285 users (39*)
 * **Small base** ** **Very small base**

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Reasons for not using X26


Other route users aware of X26

- The main reasons other route users did *not* use the X26 on the day of the interview is because the bus they took was the 'first bus to arrive', the X26 was 'not going where they needed to go' or it 'did not stop where they needed to get off'
- In Wave 2 there was a significant decrease in X26 buses 'not stopping' or 'not going' where the other route user needed and, in a reported low frequency of buses



Source: Q13A. Why did you not use the X26 for the journey you have just completed? Please tell me all the reasons why.

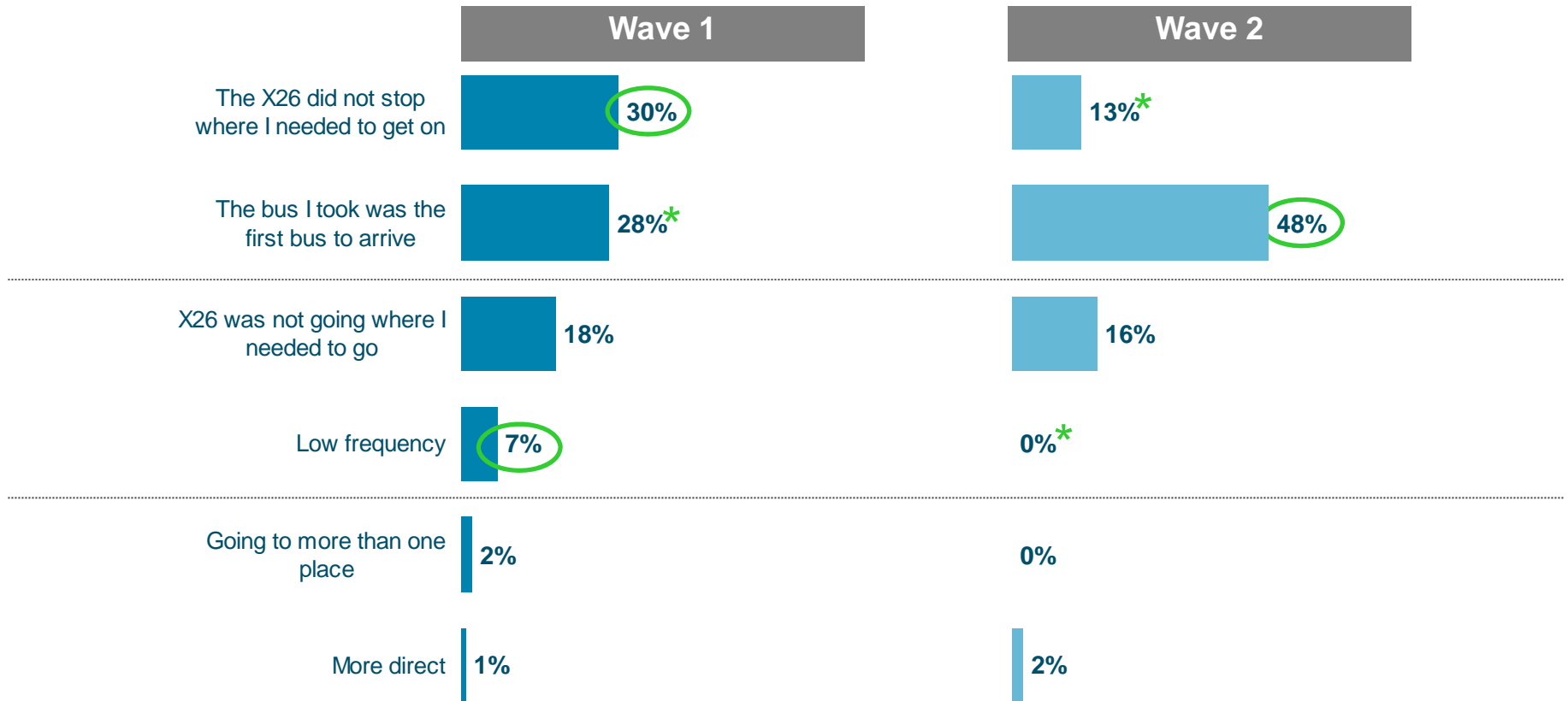
Base: Other route users who are aware of the X26: Wave 1 (66); Wave 2 (86)

 = sig. higher than * between waves (at least 95%)

One main reason for not using X26

Other route users aware of X26

- In Wave 2 significantly more other route users took the first bus to arrive, while significantly fewer did not use the X26 bus due to a low frequency of stopping or not stopping where they needed to board



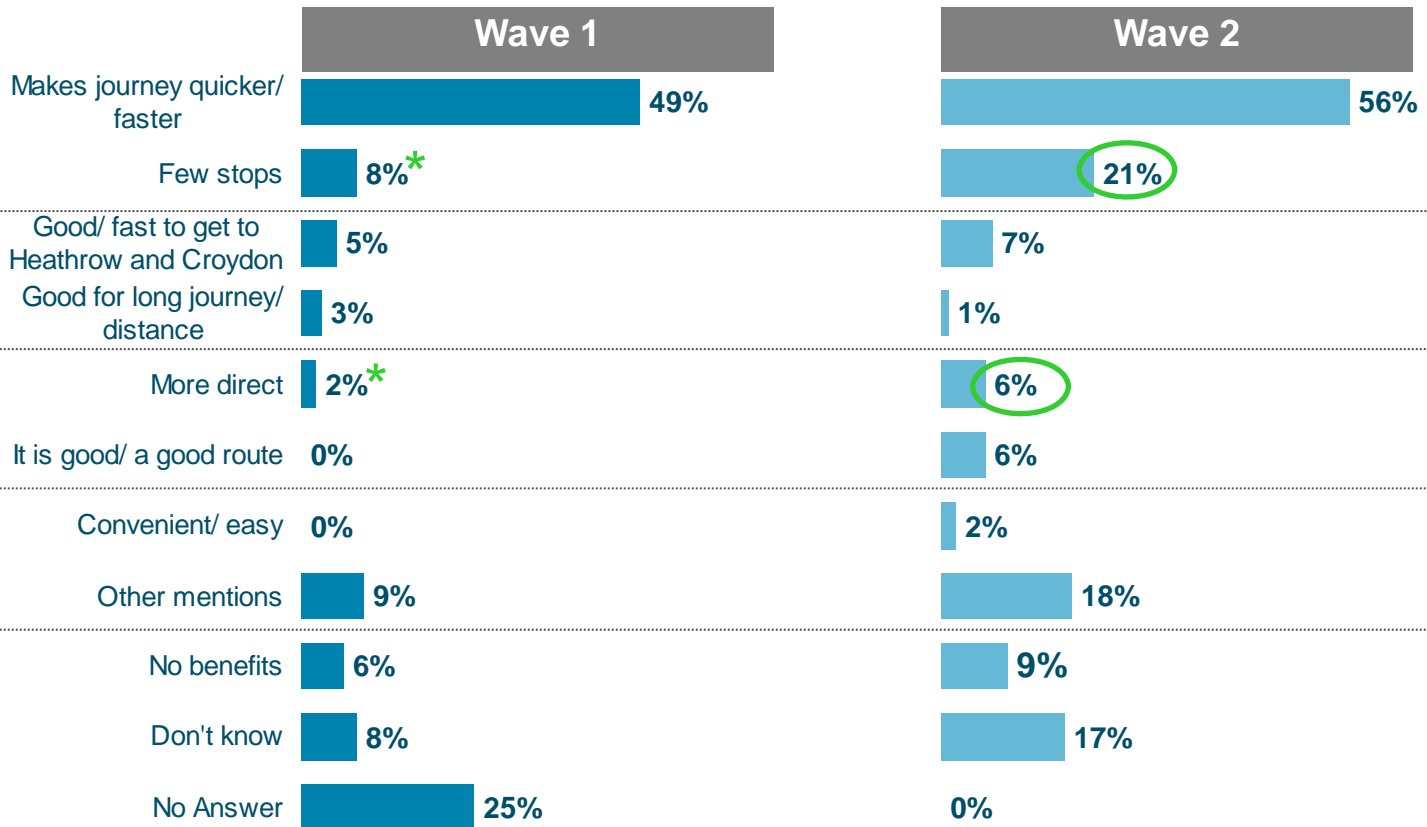
Source: Q13B. What was the one main reason for not using the X26 today?
Base: Other route users who are aware of the X26: Wave 1 (66); Wave 2 (86)

○ = sig. higher than * between waves (at least 95%)

Express route benefits

Other route users

- The following is a list unprompted benefits that were given by other route users
- The main perceived benefits of express services are that they make the journey quicker and have fewer stops than non-express alternatives
- In Wave 2 there were significantly more other route users pointing to the benefits of fewer stops on express routes



Source: Q14A. What do you think are the benefits of these routes to you?

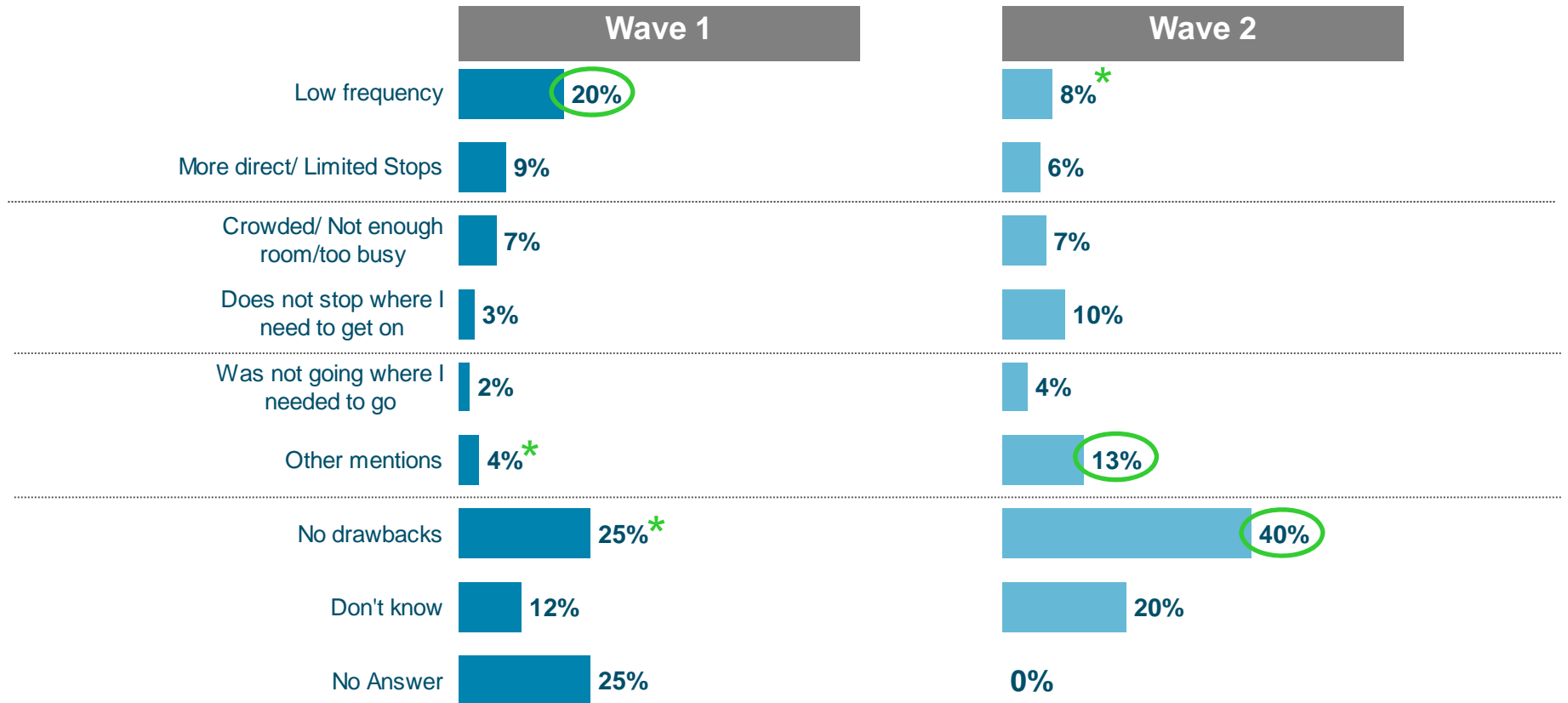
Base: Wave 1: Other route users (100); Wave 2: Other route users (113)

= sig. higher than * between waves (at least 95%)

Express routes drawbacks

Other route users

- Once again, the drawbacks that are given by other route users were unprompted
- In Wave 2 there were significantly more other route users that felt there were no drawbacks to express routes, and significantly less that felt that these buses had a low frequency



Source: Q14B. What do you think are the drawbacks of these routes to you?

Base: Wave 1: Other route users (100); Wave 2: Other route users (113)

○ = sig. higher than * between waves (at least 95%)

Detailed Findings

- X26 users only


Frequency of use of modes

X26 users

Frequency of using mode of transport						
	X26 Wave 1			X26 Wave 2		
	At least once a week	At least once a month	Less often	At least once a week	At least once a month	Less often
Bicycle	6*	4	3*	12	4	8
Bus	84	4	8	88	7	4
Car or van	34	5*	15	32	13	23
DLR	4	2*	18	1*	13	24
Motorbike	1	2	3	2	1	3
Overground train	36	27*	15	20*	40	19
Taxi/ minicab	6	15	30	6	15	36
Tram	18	11*	23	15	24	20
Underground/ tube	26*	27	22	37	26	19
Walking	77	4	2	81	1	4

Source: Q15. Thinking generally about the means of transport available in London, how often would you say that you use each of these...

Base: X26 users: Wave 1 (154); Wave 2 (190)

 = sig. higher than * between waves (at least 95%)

Mode of transport by purpose


X26 users

Mode of transport by purpose

	Bicycle		Bus		Car/ van		DLR		Motorbike		Train		Taxi/ minicab		Tram		Tube		Walking	
	W1	W2	W1	W2	W1	W2	W1	W2	W1	W2	W1	W2	W1	W2	W1	W2	W1	W2	W1	W2
Other social/leisure	3%*	9%	35%	28%	13%	14%	2%	1%	1%	1%	16%	8%*	6%	2%	9%	7%	14%	14%	34%	43%
Meeting/picking up someone else	2%	0%	12%	6%	3%	8%	1%	0%	0%	0%	3%	1%	1%	2%	0%	1%	1%	4%	13%	6%*
Visiting friends and relatives	1%	3%	43%	46%	15%	18%	1%	1%	1%	0%	21%	16%	6%	3%	11%	6%	13%*	22%	25%	21%
Shopping	1%	2%	45%	44%	18%	14%	1%	0%	0%	0%	16%	4%*	1%	2%	9%	9%	8%*	9%	17%*	38%
Commuting to work	1%	0%	39%	45%	8%	6%	1%	0%	0%	1%	13%	10%	2%	1%	4%	3%	6%	7%	13%	12%
Eating/drinking out	1%	0%	20%	17%	7%	11%	1%	0%	1%	0%	7%	2%*	3%	2%	4%	6%	3%	9%	6%*	21%
Commuting to/from school/ college etc	0%	1%	16%	11%	2%	1%	0%	0%	0%	0%	1%	2%	0%	0%	1%	0%	2%	1%	8%	6%
Going on holidays/ weekends away	0%	0%	4%	4%	5%	4%	0%	0%	0%	0%	3%	1%	1%	2%	1%	1%	5%	2%	4%	3%

Source: Q16. You have said that you use some means of transport on a regular basis. What types of journey are you using them for?

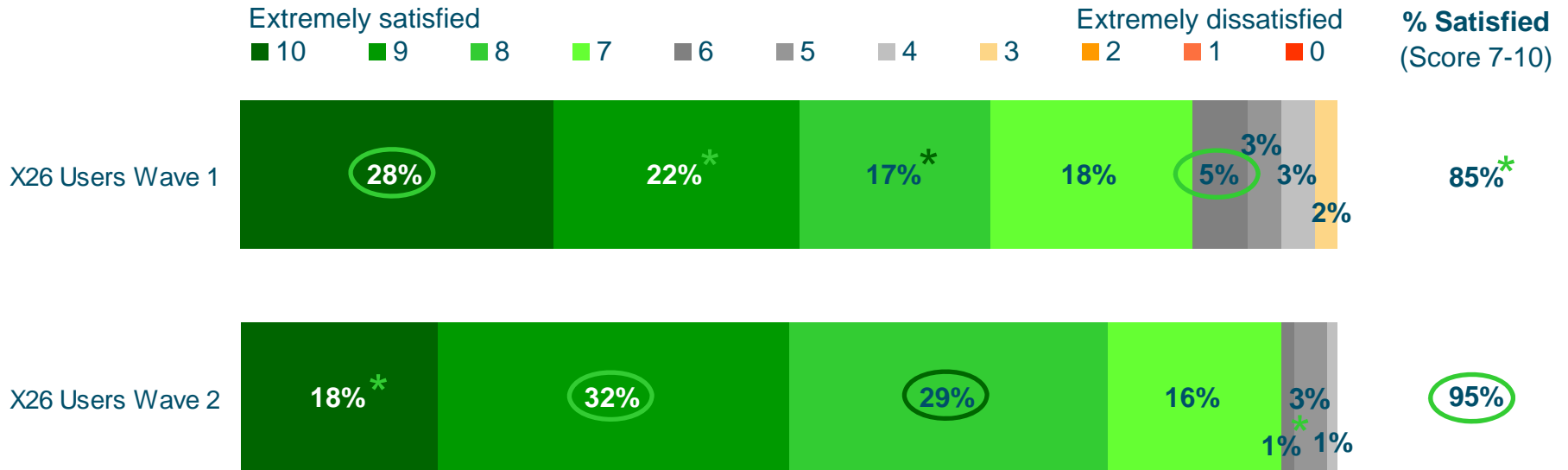
Base: X26 users: Wave 1 (154); Wave 2 (190)

 = sig. higher than * between waves (at least 95%)

Overall satisfaction with X26

X26 users

- The proportion of X26 users who are satisfied (scoring 7-10) with the X26 service overall has increased significantly since the timetable change
- Almost all users in wave 2 are satisfied



Source: Q18. How satisfied would you say you are with the X26 service as a whole?

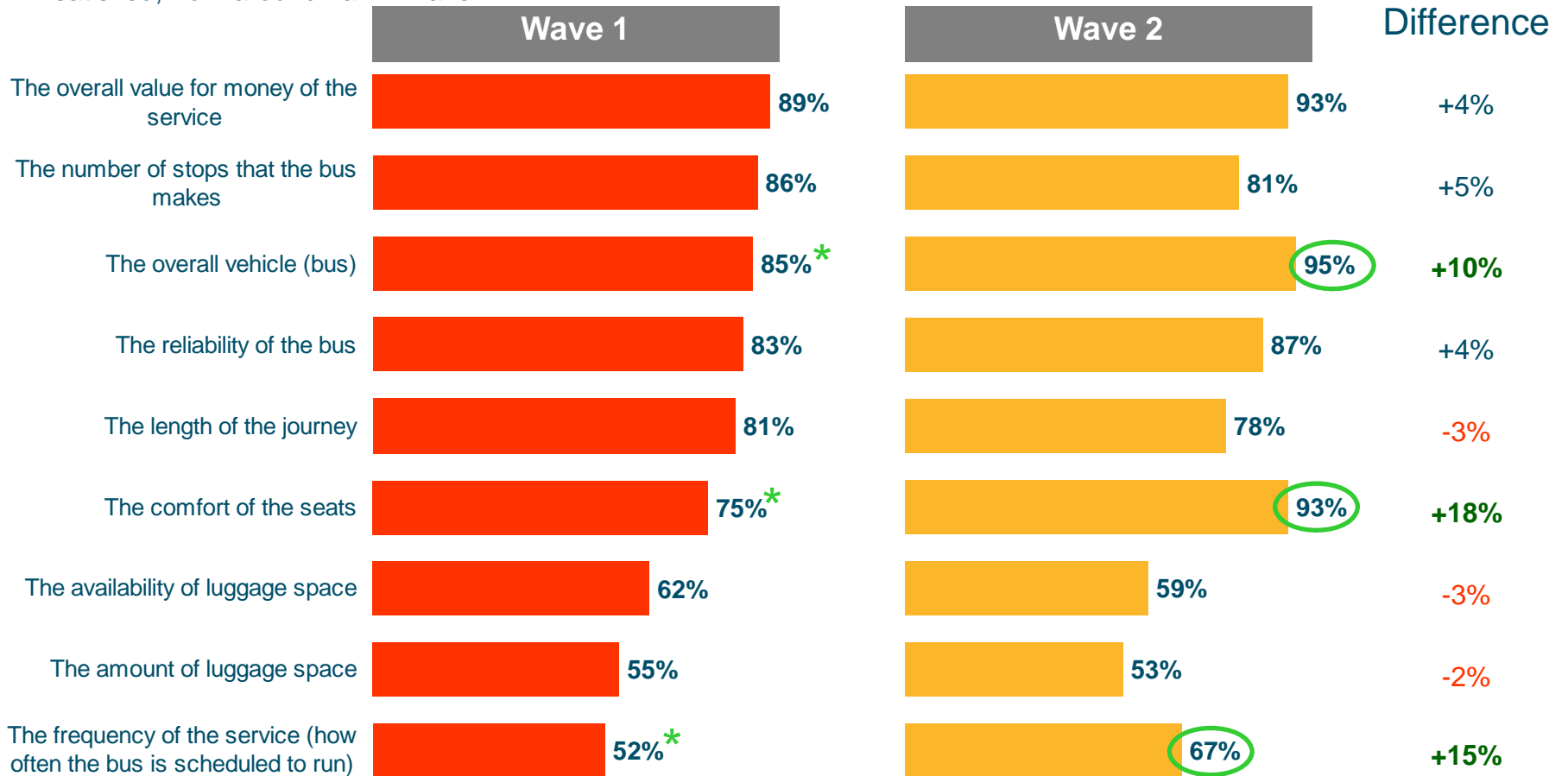
Base: X26 users: Wave 1 (154); Wave 2 (190)

○ = sig. higher than * between waves (at least 95%)

% Satisfied (score 7-10) with aspects of X26

X26 users

- The overall value for money of the service and the overall vehicle are what make X26 users most satisfied, true of over 9 in 10 of users in wave 2
- After the timetable change the level of satisfaction with the frequency of the service has increased with two thirds being satisfied, from around half in wave 1



Source: Q19. Now, thinking specifically about your journey today. How satisfied would you say that you are with this journey and the vehicle that we are travelling on the following aspects.

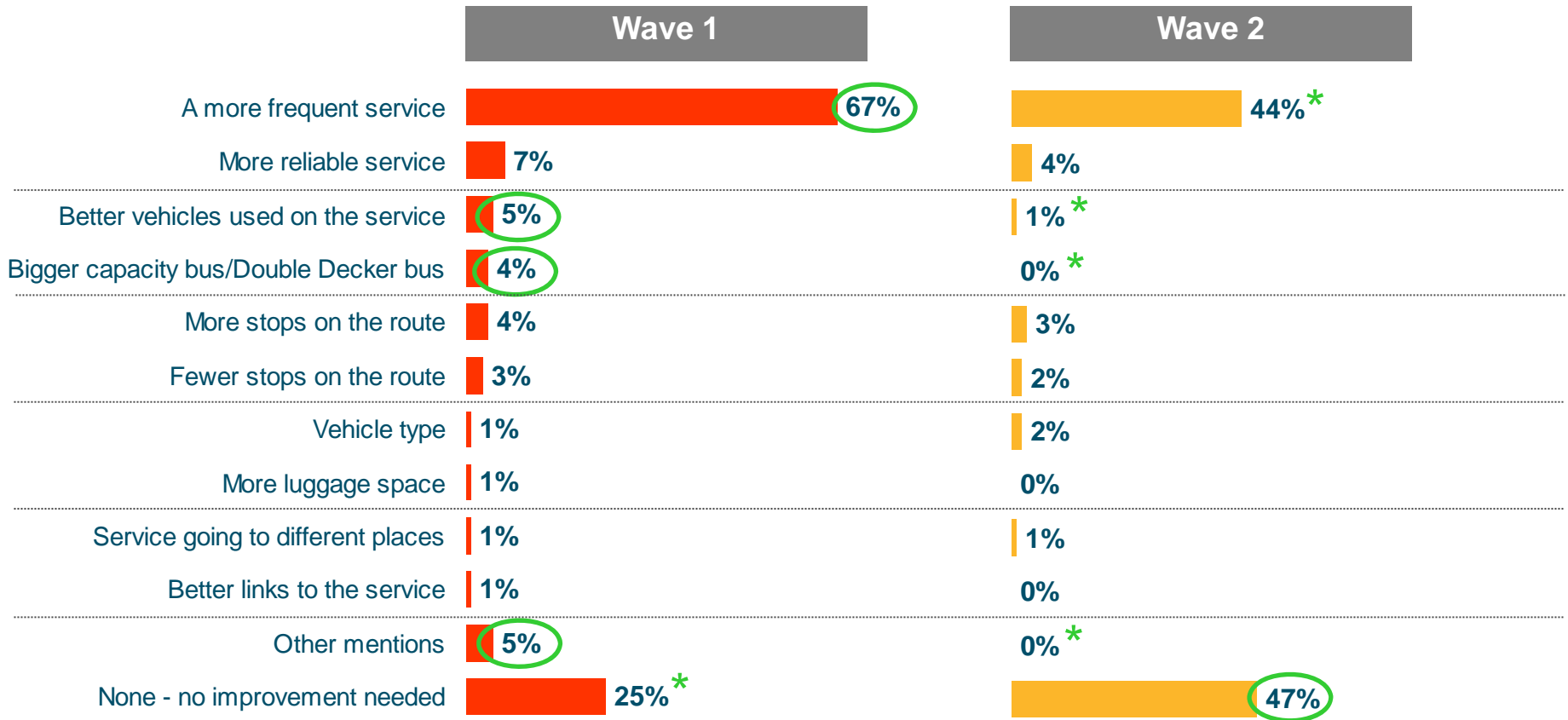
Base: X26 users: Wave 1 (154); Wave 2 (190)

○ = sig. higher than * between waves (at least 95%)

Unprompted improvement

X26 users

- Nearly half of all X26 users after the timetable change feel that no improvement is needed to the service, this is significantly higher than in wave 1
- Whilst the proportion of X26 users who feel that a more frequent service is needed has significantly decreased, more than 4 in 10 feel that a (still) greater frequency would improve the service



Source: Q20a. What improvements, if any, do you think could be made to the service? What else...?

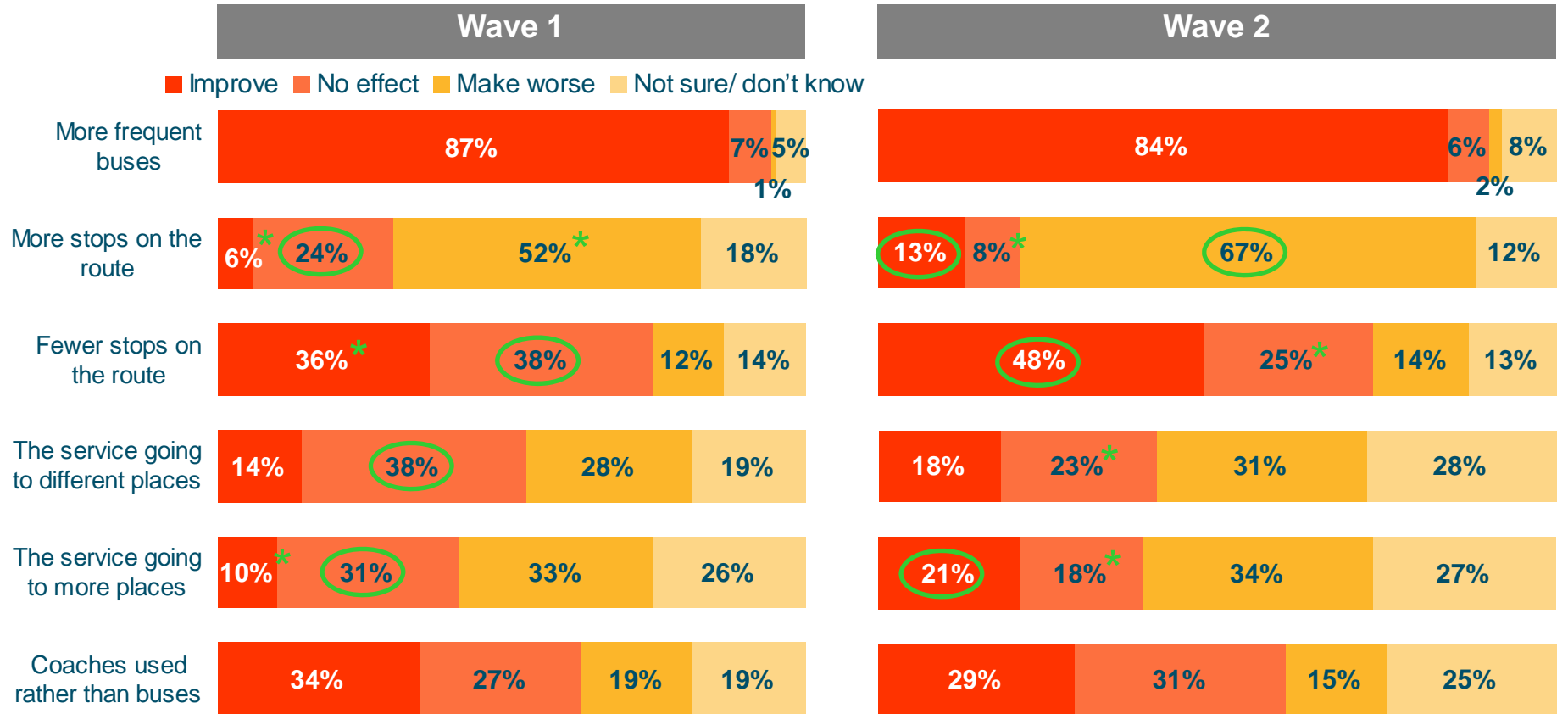
Base: X26 users: Wave 1 (154); Wave 2 (190)

○ = sig. higher than * between waves (at least 95%)

Prompted improvement

X26 users

- When prompted, X26 users feel the service could be improved through more frequent buses, even after the timetable change
- Fewer stops on route would also be considered an improvement by almost half of users in wave 2, significantly increased from wave 1



Source: Q21. And specifically, do you think that the following changes would improve the service, have no effect on the service or make it worse?

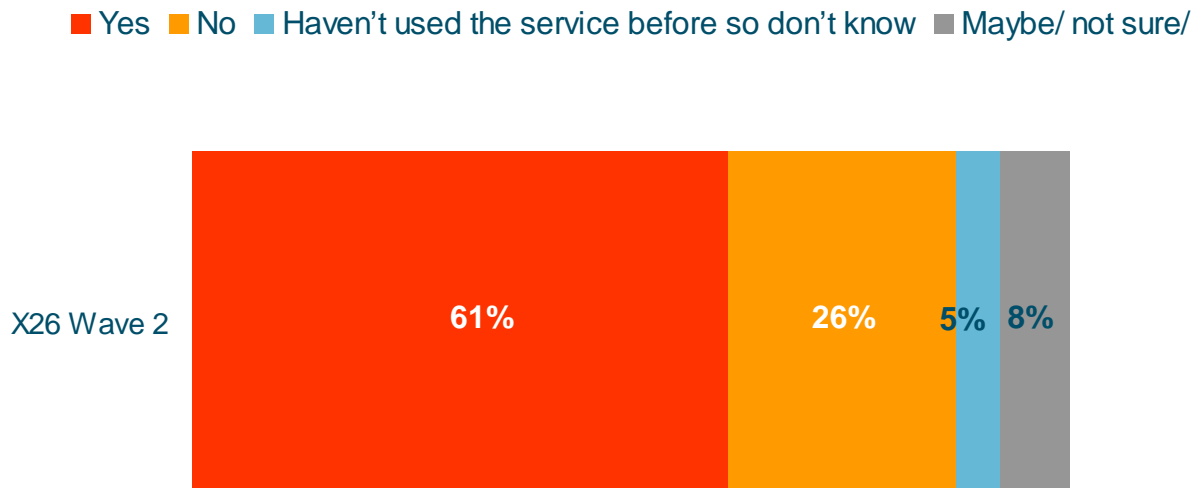
Base: X26 users: Wave 1 (154); Wave 2 (190)

○ = sig. higher than * between waves (at least 95%)

Awareness of timetable change

X26 users

- 6 in 10 X26 users were aware that the frequency of the X26 service had recently increased from once an hour to every half an hour
- A quarter were unaware of this change, with a minority who were either unsure or inexperienced first time users



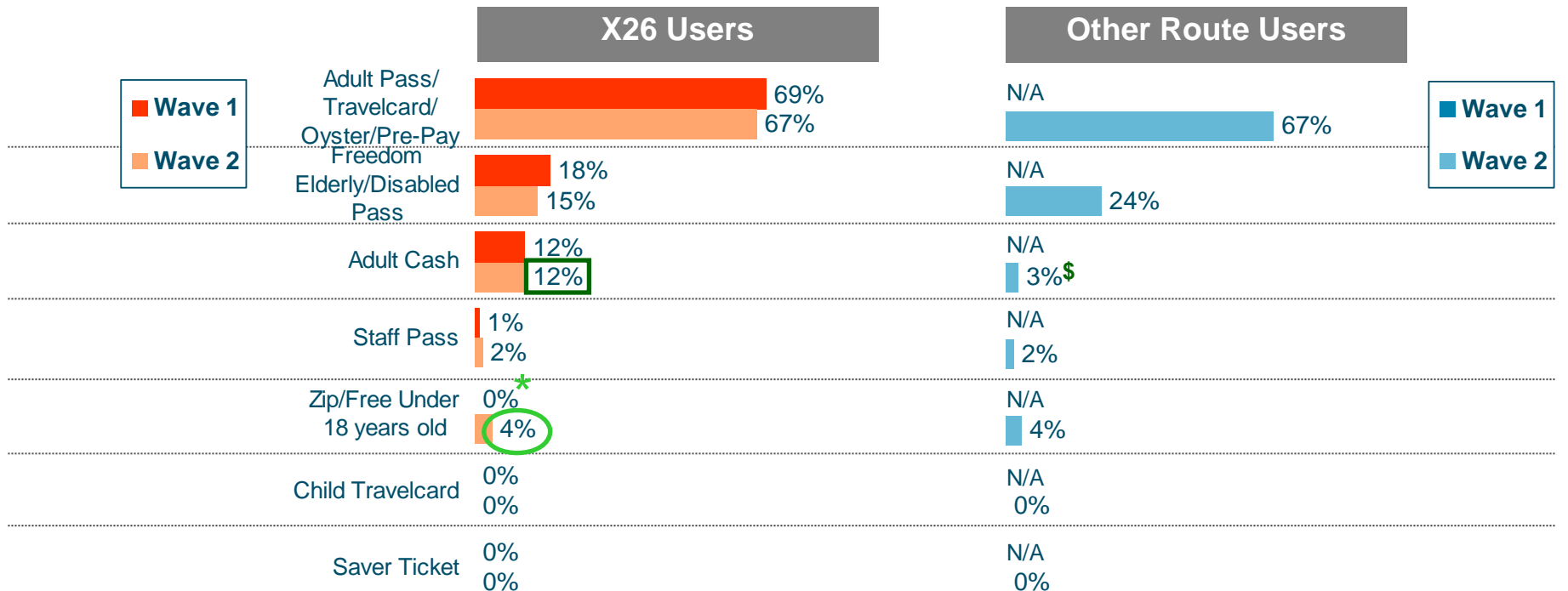
Question only asked in wave 2

Source: Q21a. Are you aware that the frequency of the (X26) service has recently increased from once an hour to every half hour?
Base: X26 users: Wave 1 (154); Wave 2 (190)

Demographics

Method of payment

- Around two thirds of X26 users pay for their fare using an Adult Pass / Travelcard / Oyster / Pre-Pay (69% wave 1, 67% wave 2), this is in line with other route users

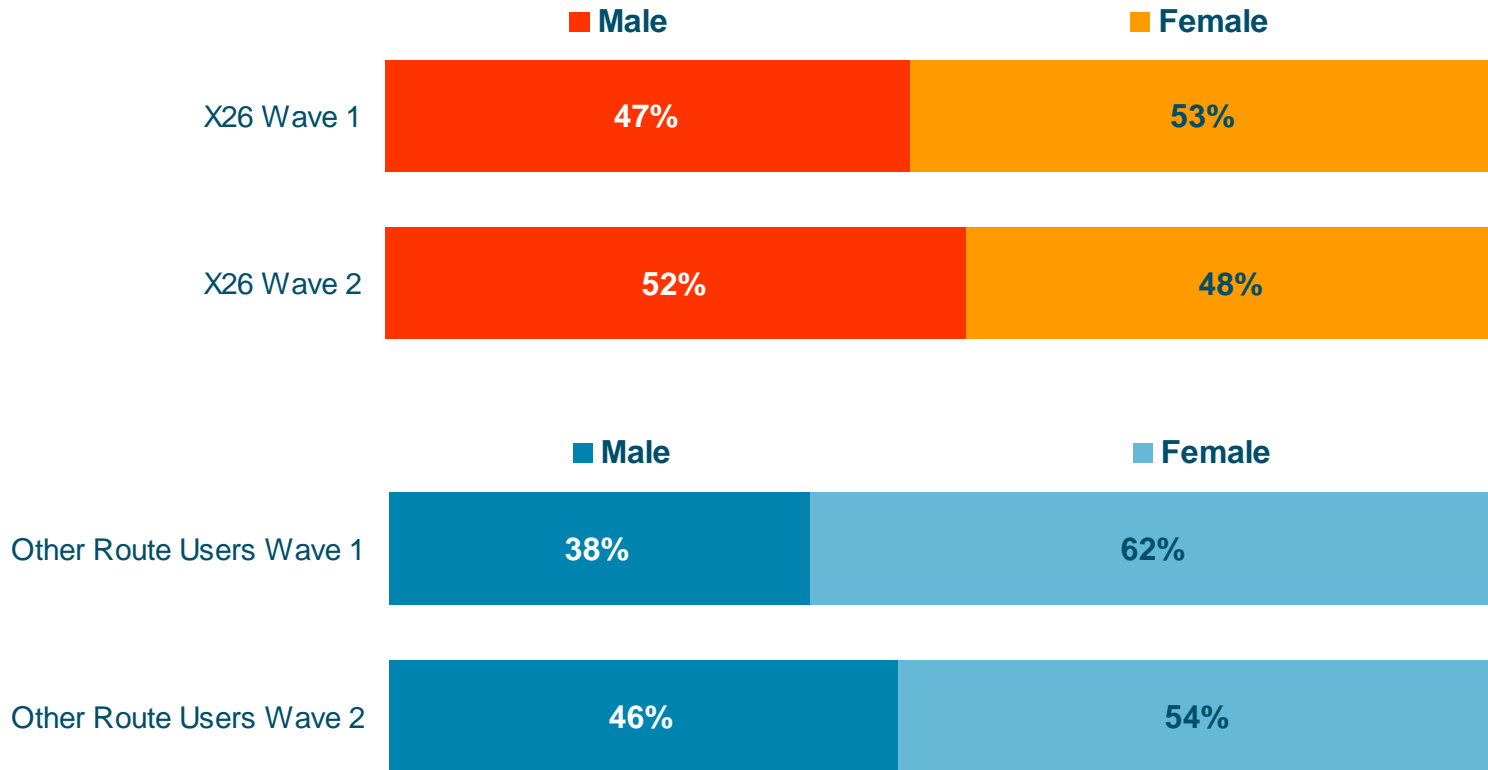


Question not asked of other route users in wave 1

Source: Q24. How did you pay for your fare?
 Base: X26 users: Wave 1 (154); Wave 2 (190)
 Other route users: Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Gender



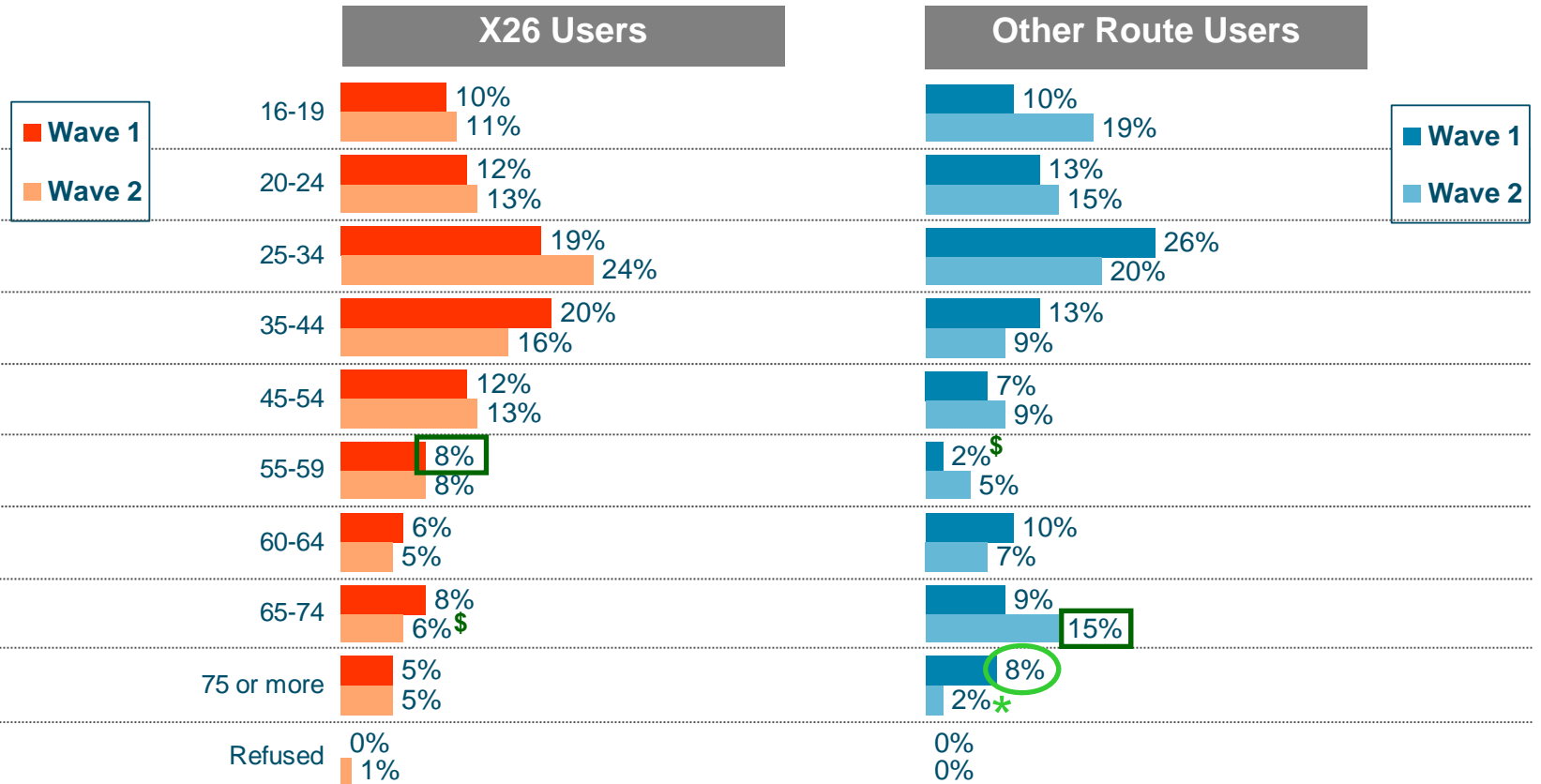
Source: QD1. Gender

Base: X26 users: Wave 1 (154); Wave 2 (190)

Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
□ = sig. higher than § within waves (at least 95%)

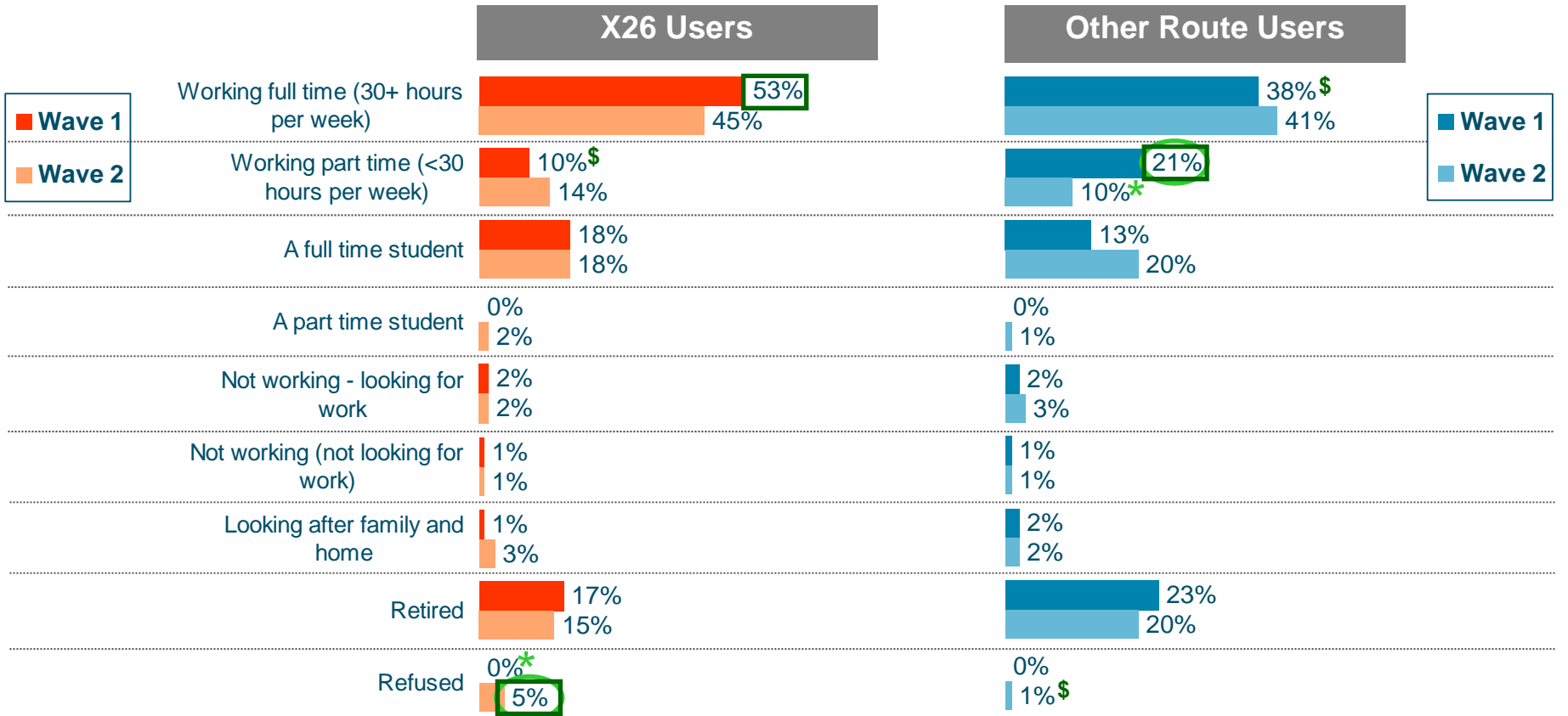
Age



Source: QD2. Which age category are you in?
 Base: X26 users: Wave 1 (154); Wave 2 (190)
 Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

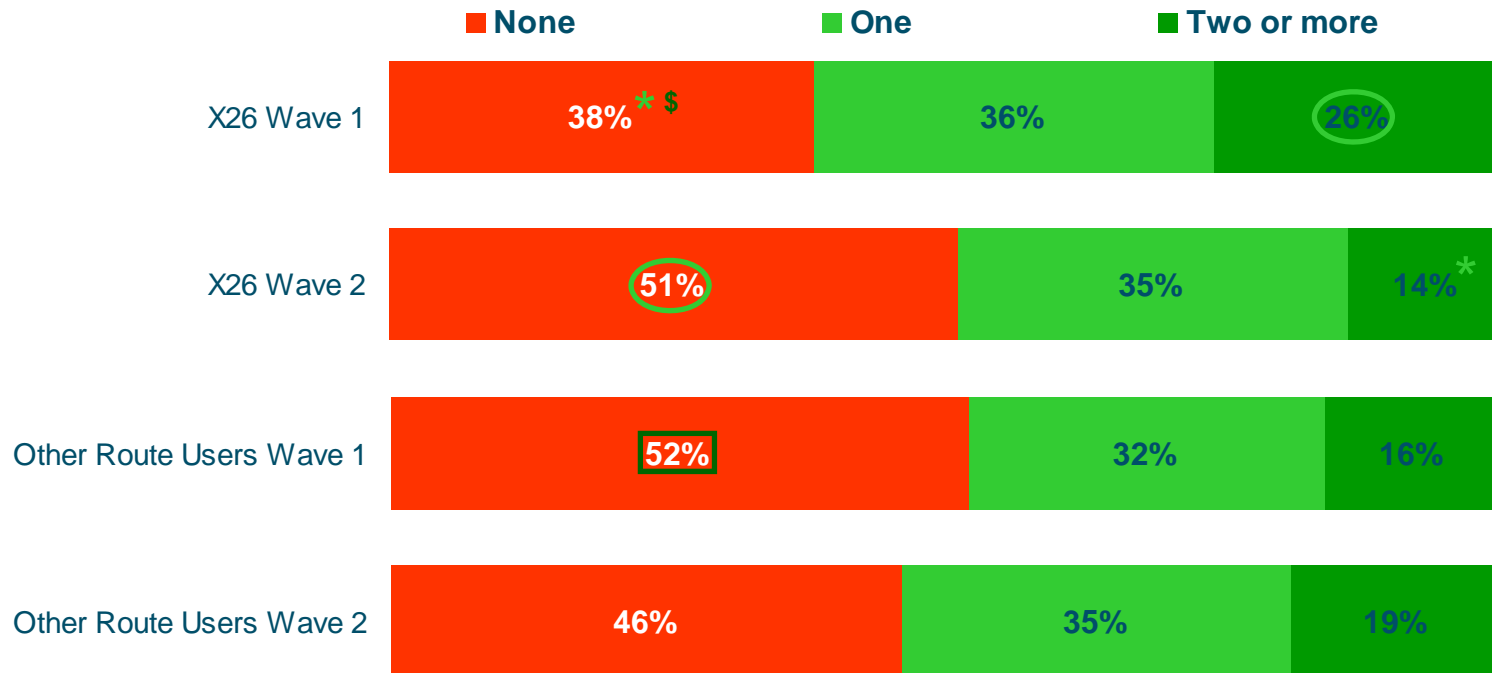
Working status



Source: QD3. Working status
 Base: X26 users: Wave 1 (154); Wave 2 (190)
 Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Car access



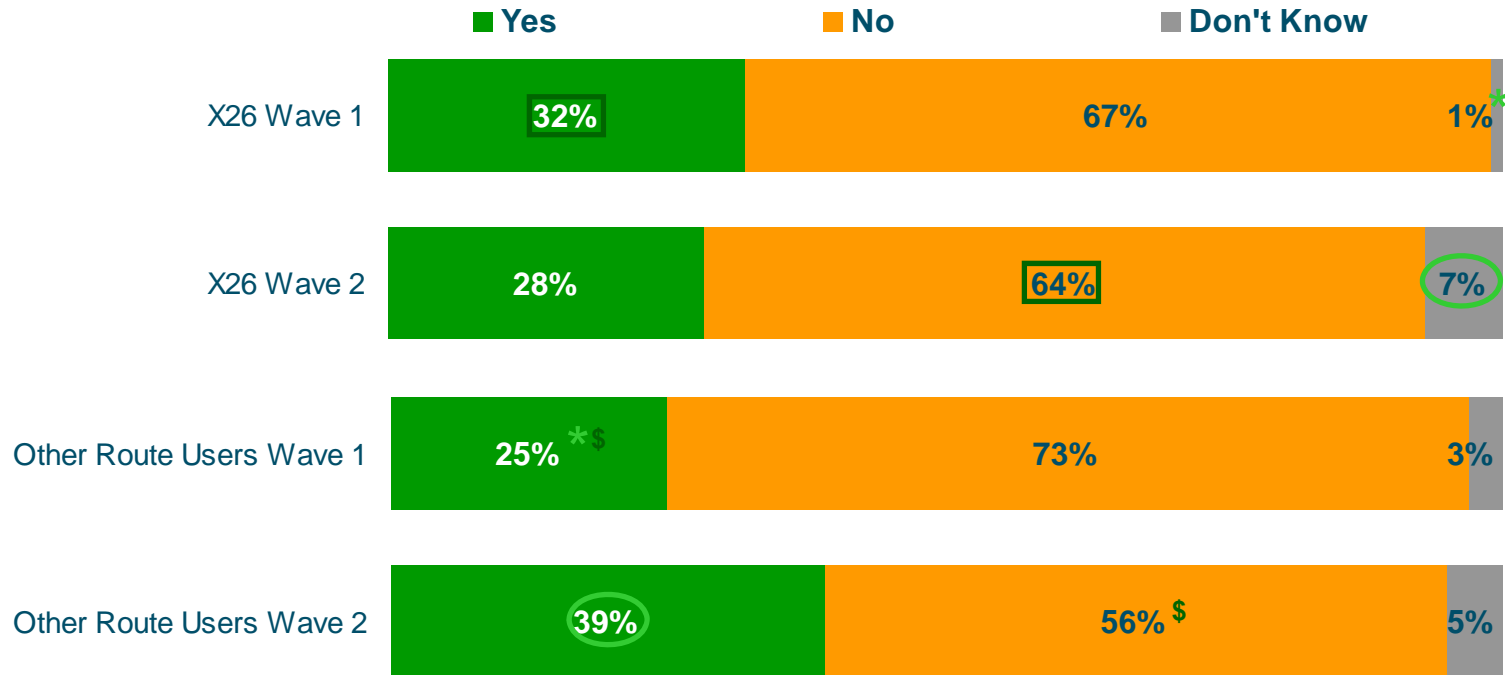
Source: QD4a. How many cars/ vans does your household have access to?

Base: X26 users: Wave 1 (154); Wave 2 (190)

Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)

Ability to make the journey by car



Source: QD4b, Could you have made this journey (the one you are currently making) by car either driving yourself or as a passenger (with somebody giving you a lift)?

Base: X26 users: Wave 1 (154); Wave 2 (190)

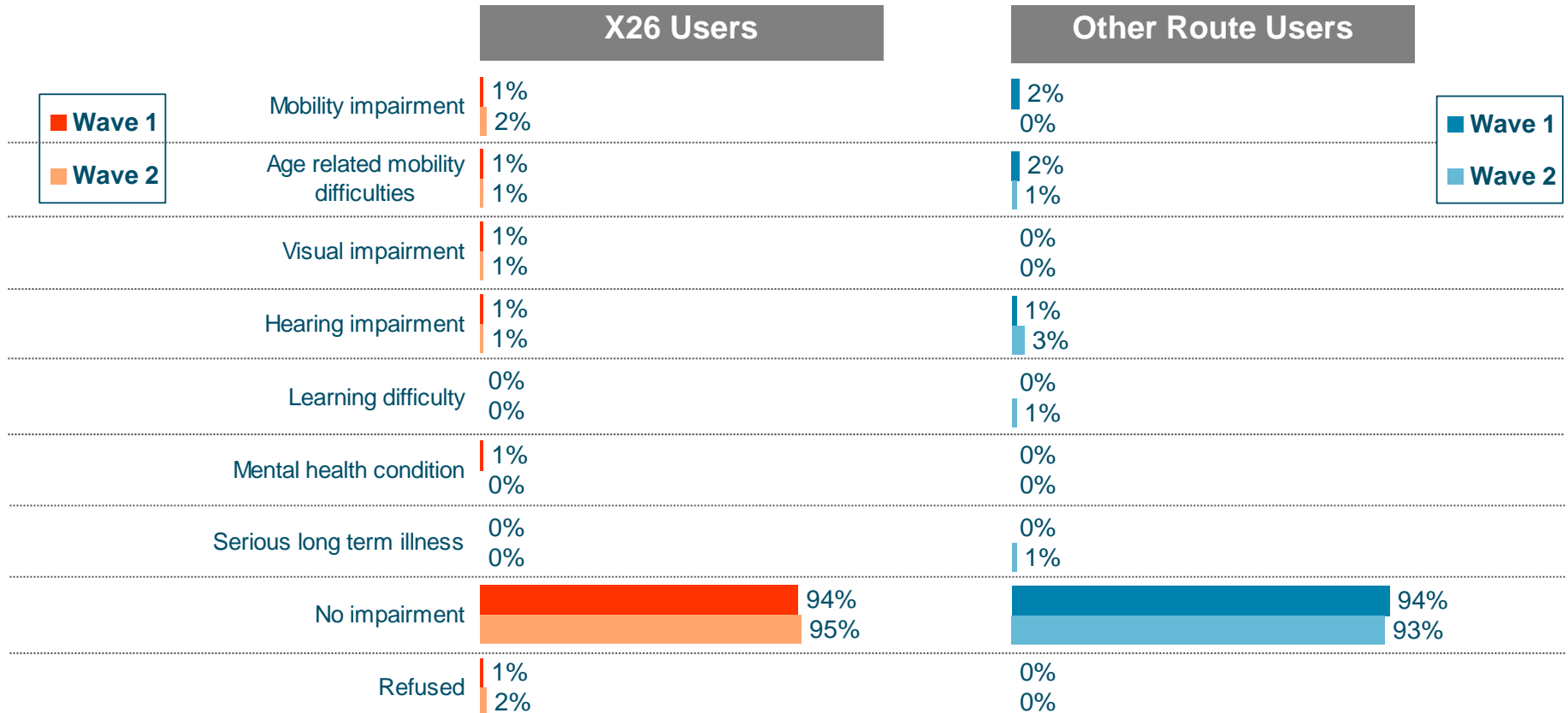
Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)

□ = sig. higher than \$ within waves (at least 95%)

Disability

Please note: no users require the use of a wheelchair

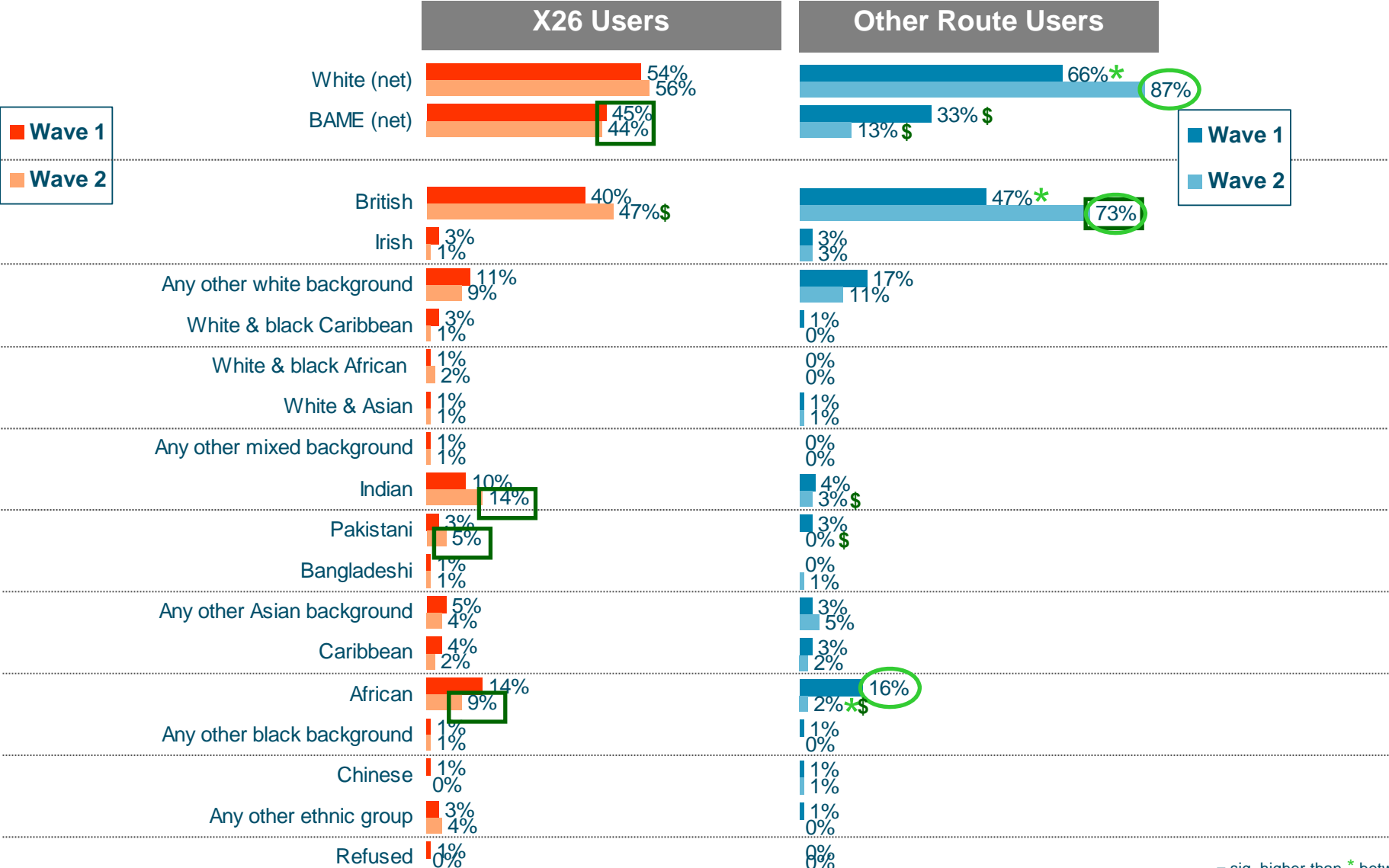


Source: QD5. Do you have any long-term physical or mental impairment that limits your daily activities or the work you can do, including problems due to old age?

Base: X26 users: Wave 1 (154); Wave 2 (190)
Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
□ = sig. higher than \$ within waves (at least 95%)

Ethnicity



Source: QD7. Ethnicity
 Base: X26 users: Wave 1 (154); Wave 2 (190)
 Other route users: Wave 1 (100); Wave 2 (113)

○ = sig. higher than * between waves (at least 95%)
 □ = sig. higher than \$ within waves (at least 95%)