



GfK NOP

GfK. Growth from Knowledge



Surface Transport Complaints CSS - BUSES May 2006

Toplines prepared for : Surface Transport

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Demographics (1) - Total

2

	Total				
Base: All answering	March 04 ()	March 05 (762)	November 05 (842)	March 06 (670)	May 06 (672)
	%	%	%	%	%
Male		39	44	42	42
Female		57	54	53	55
Not stated		4	2	5	4
Base: All answering		(762)	(842)	(670)	(672)
16-24		7	8	7	6
25-34		20	23	22	21
35-44			23	23	21
45-60		21	27	24	26
61-74		27	12	13	15
75+			5	7	7
Not stated		26	1	3	2

Demographics (1) - Telephone

3

	Telephone				
Base: All answering	March 04 ()	March 05 (400)	November 05 (400)	March 06 (250)	May 06 (250)
	%	%	%	%	%
Male		35	41	38	39
Female		65	60	62	61
Not stated		0	0	0	0
Base: All answering	()	(400)	(400)	(250)	(250)
16-24		6	7	9	6
25-34		16	24	22	22
35-44			24	30	22
45-60		22	29	26	25
61-74		28	11	8	16
75+			5	4	8
Not stated		28	0	1	1

Demographics (1) - Postal

4

	Postal				
Base: All answering	March 04 ()	March 05 (179)	November 05 (180)	March 06 (190)	May 06 (171)
	%	%	%	%	%
Male		44	36	43	30
Female		50	57	45	61
Not stated		6	7	12	9
Base: All answering	()	(179)	(180)	(190)	(171)
16-24		7	11	5	2
25-34		11	13	11	6
35-44			8	11	14
45-60		9	27	21	25
61-74		30	23	26	26
75+			14	19	17
Not stated		42	4	8	4

Demographics (1) - Email

5

	Email				
Base: All answering	March 04 (0)	March 05 (183)	November 05 (262)	March 06 (230)	May 06 (251)
	%	%	%	%	%
Male		46	54	47	53
Female		43	44	48	44
Not stated		10	2	5	3
Base: All answering	(0)	(183)	(262)	(230)	(251)
16-24		8	8	8	10
25-34		31	28	30	29
35-44			31	27	25
45-60		23	25	26	27
61-74		22	7	8	6
75+			1	1	0
Not stated		15	0	0	3

Demographics (2) - Total

6

	Total				
Base: All answering	March 04 ()	March 05 (762)	November 05 (842)	March 06 (670)	May 06 (672)
		%	%	%	%
White		75	69	74	76
Other		15	24	18	21
Not stated/ refused		10	7	8	3
Base: All answering	()	(762)	(842)	(670)	(672)
Disability					
- Yes		13	16	16	16
- No		78	81	80	82
- Not stated/ refused		9	3	4	2
Base: All who have a mobility difficulty		(110)	(94)	(80)	(125)
Wheelchair					
- Yes		14	20	18	8
- No		69	69	73	76
- Not stated/ refused		16	11	10	16

Demographics (2) - Telephone

	Telephone				
Base: All answering	March 04 ()	March 05 (400)	November 06 (400)	March 06 (250)	May 06 (250)
	%	%	%	%	%
White		78	64	70	79
Other		15	31	27	14
Not stated/ refused		7	6	6	7
Base: All answering	()	(400)	(400)	(250)	(250)
Disability					
- Yes		14	15	10	14
- No		79	85	90	86
- Not stated/ refused		7	0	0	0
Base: All who have a mobility difficulty		(55)	(44)	(18)	(35)
Wheelchair					
- Yes		15	23	11	3
- No		62	64	78	97
- Not stated/ refused		24	14	11	0

Demographics (2) - Postal

8

	Postal				
Base: All answering	March 04 (0)	March 05 (179)	November 06 (180)	March 06 (190)	May 06 (171)
	%	%	%	%	%
White		83	74	75	90
Other		7	17	16	7
Not stated/ refused		10	10	12	3
Base: All answering	(0)	(179)	(180)	(190)	(171)
Disability					
- Yes		27	24	35	31
- No		65	69	59	66
- Not stated/ refused		8	7	6	3
Base: All who have a mobility difficulty		(46)	(33)	(51)	(59)
Wheelchair					
- Yes		15	15	22	8
- No		83	79	69	78
- Not stated/ refused		2	6	10	14

Demographics (2) - Email

	Email				
Base: All answering	March 04 ()	March 05 (183)	November (262)	March 06 (230)	May 06 (251)
	%	%	%	%	%
White		67	73	77	82
Other		18	17	14	10
Not stated/ refused		14	8	7	8
Base: All answering	()	(183)	(262)	(230)	(251)
Disability					
- Yes		5	10	5	8
- No		81	85	87	88
- Not stated/ refused		14	5	8	4
Base: All who have a mobility difficulty		(9)	(17)	(11)	(31)
Wheelchair					
- Yes		11	24	9	13
- No		89	65	82	52
- Not stated/ refused		0	12	9	35

Demographics (3) - Total

10

	Total				
Base: All answering	March 04 (0)	March 05 (762)	November 05 (842)	March 06 (670)	May 06 (672)
	%	%	%	%	%
Frequency of travel on London buses					
5 or more days a week		53	52	51	49
3-4 days a week		15	15	17	16
1-2 days a week		10	10	10	11
Once a fortnight / Once a month		7	6	6	7
Less often		6	7	6	7
Never		0	7	7	6
Don't know / Not stated		9	4	3	4

Demographics (3) - Telephone

11

	Telephone				
Base: All answering	March 04 ()	March 05 (400)	November 05 (400)	March 06 (250)	May 06 (250)
	%	%	%	%	%
Frequency of travel on London buses					
5 or more days a week		53	48	52	52
3-4 days a week		14	16	14	18
1-2 days a week		10	10	10	8
Once a fortnight / Once a month		9	6	4	4
Less often		6	8	8	6
Never			12	11	10
Don't know / Not stated		8	1	1	1

Demographics (3) - Postal

12

	Postal				
Base: All answering	March 04 ()	March 05 (183)	November 05 (180)	March 06 (190)	May 06 (171)
	%	%	%	%	%
Frequency of travel on London buses					
5 or more days a week		49	47	43	44
3-4 days a week		18	15	23	19
1-2 days a week		15	12	10	10
Once a fortnight / Once a month		4	7	8	8
Less often		7	8	5	8
Never			2	3	2
Don't know / Not stated		7	9	8	8

Demographics (3) - Email

13

Base: All answering	March 04 (0)	March 05 (183)	November 05 (262)	March 06 (230)	May 06 (251)
	%	%	%	%	%
Frequency of travel on London buses					
5 or more days a week		55	61	57	49
3-4 days a week		15	14	14	13
1-2 days a week		7	9	10	14
Once a fortnight / Once a month		4	5	6	9
Less often		5	6	5	6
Never			3	5	4
Don't know / Not stated		13	2	1	5