

Warwickshire Bus Service Improvement Plan Survey

Warwickshire County Council is working with local bus operators on a Warwickshire Bus Service Improvement Plan.

We would like to know your thoughts to help us write this Plan.

We want to find out what improvements are needed for local bus services and what would help you to use buses more. We want to know what you think even if you don't use buses.

When referring to local bus services in this survey we mean services run by larger commercial bus companies not services by specialist providers to support, for example, older and disabled people to live more independent lives.


We won't use any names so what you write will be private.

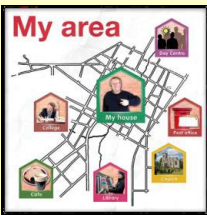


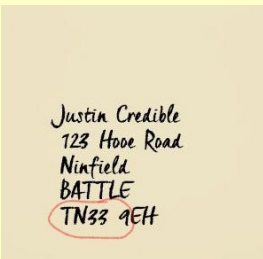
We are asking for these questionnaires to be sent back to us by Sunday 19 September 2021.




Background information


	<p>Please tell us which of the below describes who you are completing this survey:</p> <ul style="list-style-type: none"><input type="checkbox"/> A member of the general public<input type="checkbox"/> Answering for a business<input type="checkbox"/> Answering for a charity or community group<input type="checkbox"/> A member of a special interest group<input type="checkbox"/> An employee of a public sector organisation<input type="checkbox"/> A Councillor or Member of Parliament<input type="checkbox"/> Other (please state below): _____
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	<p>Where do you live?</p> <ul style="list-style-type: none"><input type="checkbox"/> North Warwickshire Borough<input type="checkbox"/> Nuneaton & Bedworth Borough<input type="checkbox"/> Rugby Borough<input type="checkbox"/> Warwick District<input type="checkbox"/> Stratford-on-Avon District<input type="checkbox"/> I live outside of Warwickshire
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	<p>What is your postcode?</p> <p>Please tell us the first part only – for example CV34 9 - This helps us know which area you live in. This helps us to know which area you live in and will still keep your address private.</p>
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Your travel choices and use of the bus

	<p>What types of transport do you use often use?</p> <p>(Please tick all that apply)</p> <p><input type="checkbox"/> Bus</p> <p><input type="checkbox"/> Train</p> <p><input type="checkbox"/> Tram</p> <p><input type="checkbox"/> Car (as a passenger)</p> <p><input type="checkbox"/> Car (as a driver)</p> <p><input type="checkbox"/> Taxi</p> <p><input type="checkbox"/> Motorbike/moped</p> <p><input type="checkbox"/> E-scooter</p> <p><input type="checkbox"/> Bicycle</p> <p><input type="checkbox"/> Walk</p> <p><input type="checkbox"/> Other (please state below): _____</p>
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	<p>In a normal week before Covid-19 (before 1st March 2020), how often did you use a local bus service in Warwickshire?</p> <p><input type="checkbox"/> 5 or more times a week</p> <p><input type="checkbox"/> 2-4 times a week</p> <p><input type="checkbox"/> Once a week</p> <p><input type="checkbox"/> Once or twice a month</p> <p><input type="checkbox"/> Less than once a month</p> <p><input type="checkbox"/> Never</p>
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In a normal week before Covid-19 (before 1st March 2020), why did you use a local bus in Warwickshire?

(Please tick all that apply)

- Travel to and from work
- Travel for work / business
- Shopping
- To meet or visit friends or relatives
- To go somewhere to exercise
- Education (including taking children to school)
- Health or medical appointment
- Other (please tell us below):

- I don't travel by bus



After Covid-19 restrictions have been removed, do you think your use of local buses will change to how you used these before Covid-19?

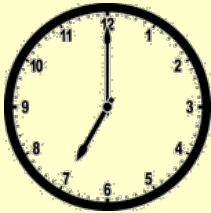
- I think I will use the bus the same as before Covid-19
- I think I will use the bus less than before Covid-19
- I think I will use the bus more than before Covid-19
- Don't know
- I don't travel by bus



After Covid-19 restrictions have been removed do you think you will change how you travel to and from work?

(In your answer think about how often you will be travelling to work, what times you will travel and where you will be travelling to).

- Yes
- No
- Don't know
- I don't travel to and from work



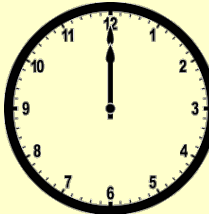
After Covid-19 restrictions have been removed do you think you will change how often you use the bus to get to work in the **early morning (before 7am)**

- Think I will use the bus more
- Think I will use the bus the same
- Think I will use the bus less
- I don't use the bus to get to work at this time of day



After Covid restrictions have been removed do you think you will change how often you use the bus to get to work in the **morning between 7am and 9am?**

- Likely to use the bus more
- Likely to use the bus about the same
- Likely to use the bus less
- I would not be using the bus at this time for work



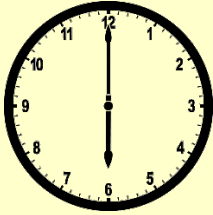
After Covid restrictions have been removed do you think you will change how often you use the bus to get to work **during the day (09:00 to 16:00)?**

- Likely to use the bus more
- Likely to use the bus about the same
- Likely to use the bus less
- Bus use at this time of day for work purposes will not be applicable for me



After Covid restrictions have been removed do you think you will change how often you use the bus to get to work **in the afternoon peak (16:00 to 18:00)?**

- Likely to use the bus more
- Likely to use the bus about the same
- Likely to use the bus less
- Bus use at this time of day for work purposes will not be applicable for me



After Covid restrictions have been removed do you think you will change how often you use the bus to get to work **in the evening (after 18:00)?**

- Likely to use the bus more
- Likely to use the bus about the same
- Likely to use the bus less
- Bus use at this time of day for work purposes will not be applicable for me

Improvements to encourage your use of the bus



What changes would make you more likely to use the local buses?

Leave blank if nothing would make you use buses more.

(Please tick all that apply)

- Quicker journey times
- Less delays
- Local bus services near you operating more often
- Local buses near you operating later in the day or earlier in the morning
- More bus services at evenings and weekends
- Local buses near you going to more places
- Better connections between bus services
- Better connections between bus services and trains
- Better links between buses and cycling (for example cycle parking and cycle paths near bus stops)
- Buses which are better for the environment
- More modern buses



Thinking about information on local bus services, what information would help you to use buses in Warwickshire more?

(Please tick all that apply)

- Information on local buses on websites and apps
- Better information on buses such as 'next stop' displays or announcements
- Real time information at bus stops (for example a display showing how many minutes before the next bus arrives)
- Better timetable information at bus stops
- Better customer service from bus drivers



Thinking about bus stops and the buses themselves which of the following changes would make you use local buses in Warwickshire more? Leave blank if nothing would make you use buses more.

(Please tick all that apply)

- Better or more Wi-Fi on board buses
- Better or more electric charging points on buses
- Buses that are cleaner on the inside
- More seating on bus
- Better facilities on buses for people with a disability (for example more spaces for wheelchairs)
- Better facilities on buses to carry buggies / shopping etc.
- More seating at bus stops
- Better waiting environment (for example shelters and hard standing areas)
- Better facilities at bus stops for people with a disability (for example audio announcements/braille/level access/wheelchair space)
- Better safety at bus stops or shelters (for example more lighting and security cameras)



Thinking about bus fares (the amount you pay for your ticket) which of the following changes would make you more likely to use local buses in Warwickshire more? Leave blank if nothing would make you use buses more.

(Please tick all that apply)

- Cheaper ticket prices
- Less confusion on what tickets to buy
- Being able to pay by contactless on buses
- Being able to have a card that automatically gives you the best fare
- Having a ticket that can be used on buses provided by any bus operator
- Being able to book a bus at short notice using a mobile app

Reasons why you don't use the bus




If you travel another way rather than the bus, why do you choose to use this?


(Please tick all that apply)


- It is quicker than the bus
- It is cheaper to use than a bus ticket for the same journey
- The bus is less convenient
- The bus is less comfortable
- The nearest bus stop is too far from my home
- There are no buses at the times I need them
- Buses do not go directly to the places I need to get to
- It is more complicated to travel by bus
- I feel less safe using the bus
- I have a disability or mobility difficulty which means I am unable to walk to a bus stop
- I have a cognitive or mental impairment which means I am unable to use the bus independently
- I have too much baggage to carry to/from/on a bus
- I have to do lots of trips at once which can't be done by bus (for example, taking the children to school on the way to work, or visiting the supermarket and caring for relatives)
- The bus is less environmentally friendly
- Car parking is easy at my destination
- There is no local bus available
- Not applicable - I only use the bus to travel

Other (please tell us below):

About you

	<p>How old are you?</p> <p><input type="checkbox"/> Under 18</p> <p><input type="checkbox"/> 18 – 24</p> <p><input type="checkbox"/> 25 - 39</p> <p><input type="checkbox"/> 40 – 49</p> <p><input type="checkbox"/> 50 – 59</p> <p><input type="checkbox"/> 60 – 64</p> <p><input type="checkbox"/> 65 – 74</p> <p><input type="checkbox"/> 75 +</p> <p><input type="checkbox"/> Prefer not to say</p>
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	<p>Do you consider yourself to have a disability, long term health condition or learning difference/difficulty?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to answer</p>
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	<p>Do you have a concessionary bus pass entitling you to free travel?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
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Which of the following best describes you?

- Work full-time (30 or more hours per week)
- Work part-time (less than 30 hours per week)
- Self employed
- Government supported training programme
- Full-time education (school / college / university)
- Unemployed and available for work
- Not working due to health
- Fully retired from work
- Looking after the home
- Other (please state below):



How do you describe your ethnic background?

- Arab
- Asian or Asian British - Bangladeshi
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Chinese
- Other Asian Background
- Black or Black British - African
- Black or Black British - Caribbean
- Other Black Background
- Mixed - Asian and White
- Mixed - Black African and White
- Mixed - Black Caribbean and White
- Other Mixed Background
- White British
- White Irish
- Gypsy or Traveller
- Other White background
- Prefer to self-describe (please state below):

- Prefer not to say



How do you describe your gender?

- A man
- A woman
- Prefer not to say
- Describe yourself differently (if you want you can tell us below):



THE POST ROOM
WARWICKSHIRE COUNTY COUNCIL
NEAR OF SHIRE HALL
NORTHGATE STREET
WARWICK

13/ / 01