

In March 2021 the Government published its National Bus Strategy - Bus Back Better - which aims to improve bus services across England but recognises that these schemes are best designed and implemented at a local level.

Wiltshire Council are in the process of developing a Bus Service improvement Plan and this survey will help us shape that, by finding out where the current bus service offering is working, where it could be better and where it simply doesn't provide what you need.

## Q1. What are the first four characters of your postcode?

## Q2. Which age group are you in?

- 16 and under       21-30       41-50       60-64  
 17-20       31-40       51-60       65+

## Q3. Before the Coronavirus pandemic, how frequently did you travel by bus?

- More than five days a week       Once a week  
 5 days a week       Once a fortnight  
 3-4 days a week       Once a month  
 2 days a week       Less than once a month/irregular  
 Never (if selected, please move to Q7)

## Q4. Before the Coronavirus pandemic, what were your main reasons for using the bus? (tick all that apply)

- Shopping       Health (such as hospital/doctor)  
 Work       Leisure  
 Education       Travelling to/from a train station for onward travel  
 Visiting friends/relations

## Q5. Once the pandemic has subsided, how will your use of buses change?

- I expect to use the bus about the same as before  
 I expect to use the bus less often than before  
 I expect to use the bus more than before

## Q6. If you make a regular journey, does the bus cover your whole trip, or do you:

- Connect to/from another bus       Cycle to/from bus stop  
 Connect to/from a train       I don't make a regular journey  
 The bus takes me where I want to go with only a short walk at either end

## How would you rank your current bus service:

### Q7.0. The bus is convenient and easy to use

- Strongly agree       Agree       Neither agree nor disagree  
 Disagree       Strongly disagree

### Q7.1. The bus takes me where I want to go

- Strongly agree       Agree       Neither agree nor disagree  
 Disagree       Strongly disagree

### Q7.2. It is my only option

- Strongly agree       Agree       Neither agree nor disagree  
 Disagree       Strongly disagree

### Q7.3. I feel safe when travelling on the bus

- Strongly agree       Agree       Neither agree nor disagree  
 Disagree       Strongly disagree

### Q7.4. I like taking the bus because it's reliable

- Strongly agree       Agree       Neither agree nor disagree  
 Disagree       Strongly disagree

### Q7.5. I take the bus because it's affordable

- Strongly agree       Agree       Neither agree nor disagree  
 Disagree       Strongly disagree

### Q8. What would encourage you to use the bus more? (please select your top three)

- |  |  |
|--|--|
| <input type="radio"/> More frequent buses                        | <input type="radio"/> Better, and safer, stops and shelters                                      |
| <input type="radio"/> Buses in the evening                       | <input type="radio"/> Real-time bus information at bus stops to track my bus                     |
| <input type="radio"/> Buses on Sundays                           | <input type="radio"/> Better information   |
| <input type="radio"/> A direct bus on the journey I wish to make | <input type="radio"/> Better value fares   |
| <input type="radio"/> Quicker journey times                      | <input type="radio"/> More friendly drivers  |
| <input type="radio"/> Better walk and cycle routes to bus stops  | <input type="radio"/> Better on-board facilities - WIFI, USB charging, air conditioning, seating |

### Q9. Is there anything else you wish to tell us about your bus service?

Please post your completed survey to **Buses Team, Wiltshire Council, County Hall, Bythesea Road, Trowbridge, BA14 8JD**. Alternatively, please drop it off to your local library. You have until 23 August to send it back. Thank you.