

# WEST OF ENGLAND SUPPORTED BUS SERVICES SURVEY



Please answer as many questions as you like and drop me in the feedback box provided. Alternatively, complete this survey online, or post this form to our Freepost address.

Postal address (no stamp required):

**FREEPOST**

**WECA CONSULTATION**



Scan the QR code on your smartphone to fill in the survey online  
(<https://bit.ly/surveySBS>)



# Introduction

The West of England Combined Authority provides support to several bus services, we call these supported bus services. These services operate under contract to the authority and as part of a review we want to gain the views of our existing passengers and potential new passengers.

We would like your views on how supported bus services can be improved, what would encourage you to use bus services more often and what they will look like in the future.

This survey runs from 18 October – 28 November 2021.

## Bus services operating in the West of England

Most of the bus services operating in the West of England are 'commercial services' run by private businesses for profit. The West of England Combined Authority has little influence over these services. However, we work with the bus companies to improve journeys through improved bus priority, bus stops, electronic real-time information and publicity. On commercial services, the Combined Authority has no direct control of the route, timetables or fares. It does however improve the infrastructure – such as bus stops and bus lanes.

The Combined Authority does not pay anything towards keeping these services running except reimbursing bus companies for free travel by concessionary fare card-holders, which is a government requirement.

### **Some transport services are financially supported for the following reasons:**

- At times when commercial operators claim services or parts of services are unprofitable such as: routes with low passenger numbers, early morning services, late evening services and Sundays;
- On routes which are deemed to be socially necessary or help connect commercially operated routes e.g. orbital services/shopper services.

These financially supported services are known as Supported Bus Services.

## Question 1

**Are you answering this survey as: (please tick one only)**

- ☐ A West of England resident who uses supported bus services
  - ☐ A West of England resident who does not use supported bus services
  - ☐ Someone who works for a company providing supported bus services
  - ☐ Other (please specify):
- .....

## Question 2:

**Please state which, if any of the below subsidised local bus services you have used in the last 12 months? (please tick as many as apply)**

- |                                                                                                                                                        |                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> <b>2</b> Bath City Centre - Mulberry Park – Bath City Centre, Monday - Saturday evening, from Bath Centre: 2140, 2240, 2340   | <input type="checkbox"/> <b>21</b> Newbridge Park and Ride – Bath, all journeys                                                                                                                                                 |
| <input type="checkbox"/> <b>6A</b> Bath City Centre - Larkhall - Bath City Centre, Monday - Saturday evening, from Bath Centre: 2000, 2100, 2200, 2300 | <input type="checkbox"/> <b>22</b> Twerton - Bath Uni, Monday - Friday university holidays only and Saturdays                                                                                                                   |
| <input type="checkbox"/> <b>8</b> Bath City Centre – Kingsway – Bath City Centre, Monday - Saturday evening, from Bath Centre: 2010, 2110, 2210, 2310  | <input type="checkbox"/> <b>31</b> Lansdown Park and Ride – Bath, all journeys                                                                                                                                                  |
| <input type="checkbox"/> <b>10</b> Thornbury and Hortham Village, all journeys                                                                         | <input type="checkbox"/> <b>35</b> Marshfield – Kingswood, all journeys                                                                                                                                                         |
| <input type="checkbox"/> <b>10/11</b> Southmead Hospital – Avonmouth, all journeys                                                                     | <input type="checkbox"/> <b>41</b> Odd Down Park and Ride - Bath, all journeys                                                                                                                                                  |
| <input type="checkbox"/> <b>11</b> Bath City Centre – Bathampton, all journeys                                                                         | <input type="checkbox"/> <b>42</b> Odd Down Park & Ride - Royal United Hospital, Mon-Fri 1832, 1932. RUH – Odd Down P&R, Mon-Fri 1810, 1910.                                                                                    |
| <input type="checkbox"/> <b>12</b> Severn Beach - Bristol Parkway, Monday - Saturday, all journeys (Stagecoach)                                        | <input type="checkbox"/> <b>52</b> Bristol City Centre – Hengrove, Monday – Friday, all journeys                                                                                                                                |
| <input type="checkbox"/> <b>12</b> Severn Beach - Cribbs Causeway, Sundays / public holidays, all journeys (First Bus)                                 | <input type="checkbox"/> <b>79/228</b> Marshfield, all journeys                                                                                                                                                                 |
| <input type="checkbox"/> <b>12</b> Bath City Centre - Haycombe Cemetery, all journeys                                                                  | <input type="checkbox"/> <b>82</b> Paulton – Radstock, all journeys                                                                                                                                                             |
| <input type="checkbox"/> <b>13</b> Bristol City Centre - Shirehampton, all journeys                                                                    | <input type="checkbox"/> <b>84</b> Yate - Wotton-under-Edge – Yate, all journeys                                                                                                                                                |
| <input type="checkbox"/> <b>17</b> Southmead Hospital - Kingswood – Keynsham, Mon-Sat evenings journeys after 9pm                                      | <input type="checkbox"/> <b>85</b> Yate - Wotton-under-Edge – Yate, all journeys                                                                                                                                                |
| <input type="checkbox"/> <b>17</b> Kingswood – Keynsham, all journeys                                                                                  | <input type="checkbox"/> <b>86</b> Yate – Kingswood, all journeys                                                                                                                                                               |
| <input type="checkbox"/> <b>19</b> Bath - Cribbs Causeway via Bitton, Sundays / public holidays, all journeys                                          | <input type="checkbox"/> <b>172</b> Bath – Paulton, Mon-Sun evening, from Bath Mon-Sat 2110 2210 (171) 2310, Sundays / public holidays 2110 2210 from Paulton Mon-Sat 2059 2159 2303 (171), Sundays / public holidays 2114 2158 |
| <input type="checkbox"/> <b>20</b> Bath – Twerton, all journeys                                                                                        | <input type="checkbox"/> <b>179</b> Midsomer Norton -Bath, all journeys                                                                                                                                                         |
|                                                                                                                                                        | <input type="checkbox"/> <b>185</b> Hallatrow – Trowbridge, all journeys                                                                                                                                                        |
|                                                                                                                                                        | <input type="checkbox"/> <b>202</b> Chipping Sodbury – Winterbourne, all journeys                                                                                                                                               |

- **505** Long Ashton Park & Ride Site - Southmead Hospital, all journeys
- **506** Bristol City Centre - Southmead Hospital, all journeys
- **511** Bedminster – Hengrove, all journeys
- **512** Totterdown - Bristol City Centre, all journeys
- **513** Knowle – Brislington, all journeys
- **514** Knowle - Brislington, all journeys
- **515** Stockwood – Hartcliffe, all journeys
- **620** Old Sodbury – Bath, all journeys
- **622** Chipping Sodbury - Cribbs Causeway, Monday – Saturday, all journeys (Stagecoach)
- **622** Thornbury - Cribbs Causeway, Sundays / public holidays, all journeys (First)
- **623** Severn Beach - Bristol Centre, all journeys
- **626** Wotton-under-Edge - Bristol Centre, all journeys
- **634** Tormarton – Kingswood, all journeys
- **636** Hengrove – Keynsham, all journeys
- **640** Bishop Sutton – Keynsham, all journeys
- **663** Somerdale - Chandag Road, all journeys
- **664** Keynsham (Somerdale) – Saltford, all journeys
- **665** Somerdale - Longmeadow Road, all journeys
- **668** Peasedown St John – Bristol, all journeys
- **672** Bristol – Blagdon, all journeys
- **683** Keynsham – Wells, all journeys
- **684** Wick - Keynsham, all journeys
- **700** Bath City Centre - Sion Hill, all journeys
- **716** Bath City Centre – Newbridge, all journeys
- **734** Bath City Centre – Bathwick, all journeys
- **752** Hinton Blewett – Bath, all journeys
- **754** Hinton Blewett – Radstock, all journeys
- **757** Combe Hay - Midsomer Norton, all journeys
- **768** Midsomer Norton – Bath, all journeys
- **779** Bath City Centre - Gloucester Road, all journeys
- **Bris** Brislington P&R – Bristol City Centre, all journeys
- **Port** Portway P&R - Bristol City Centre, all journeys
- **T1** Thornbury - Bristol Centre, Monday - Saturday late eve from Bristol 2140, 2240, 2340, From Thornbury 2130, 2230, 2330, 0030
- **Y4** Yate - Bristol Centre, Monday - Saturday evenings Mon-Fri from Bristol: 2210, 2310, Sat from Bristol 2310, Mon-Sat from Yate: 2202, 2302, 0002.
- **Y5** Yate - Bristol Centre, Monday - Saturday evenings and Sundays / Public Holidays, Mon-Sat from Bristol 2055, Mon-Sat from Chipping Sodbury 1945, 2140, all journeys Sunday and public holidays
- **Y6** Yate - Southmead Hospital, Monday-Sundays / public holidays daytime every other journey and evenings Mon-Fri from Southmead. 0615, 0825, 1030, 1230, 1430, 1640, 1840, 2040.  
  
Sat from Southmead 0615, 1030, 1430, 1840. Mon-Fri from Chipping Sodbury: 0510, 0705, 0919, 1119, 1319, 1524, 1729, 1930. Sat from Chipping Sodbury: 0515, 0925, 1325, 1730. All journeys Sunday and public holidays

### Question 3

**How often you use these bus services?  
(please tick one)**

- ☐ Every weekday (Monday – Friday)
- ☐ Every weekend (Saturday – Sunday)
- ☐ Once or twice a week
- ☐ Once or twice a month
- ☐ Never or hardly ever

### Question 5

**Where do you travel to and from? Please provide us with postcodes/bus stops/  
road name**

Start: .....

Finish: .....

### Question 6

**What is the purpose of your journey?  
(please tick as many as apply)**

- ☐ Commuting
- ☐ Education (i.e. as a student)
- ☐ School run (i.e. as a parent or carer)
- ☐ Shopping
- ☐ Business (i.e. your job involves travel)
- ☐ Hospital/Medical appointments
- ☐ Leisure (i.e. hobbies, entertainment or socialising)
- ☐ Visiting friends or family
- ☐ Other (please state below):

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### Question 4

**What times of the day do you use these  
bus services? (please tick as many as  
apply)**

- ☐ Before 09:00
- ☐ 09:00 – 16:00
- ☐ 16:01 – 19:00
- ☐ After 19:00

### Question 7

**If these services were no longer  
provided, how would you have made this  
journey? (please tick as many as apply)**

- ☐ Alternative bus service
- ☐ Private car - driver
- ☐ Private car - passenger
- ☐ Car hire/car club
- ☐ Community Transport
- ☐ Bicycle
- ☐ Taxi
- ☐ Train
- ☐ Scooter/Motorbike
- ☐ Walk
- ☐ I would not have been able to travel
- ☐ Other (please state below):

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## Question 8

**How would you rate the current service provided? (please tick one)**

- ☐ Very good
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very poor

## Question 9

**Do you have any suggestions on how to improve these services?**

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## Question 10

**Would any of the following improvements encourage you to use the bus service more often? (please tick as many as apply)**

- ☐ It was more frequent and less crowded
- ☐ There were changes to the route
- ☐ Earlier start/later finish
- ☐ It ran on Sundays
- ☐ Better services on buses i.e. seating, space for wheelchairs or pushchairs, luggage storage, WiFi
- ☐ Better access onto buses and at bus stops or bus stations
- ☐ Cheaper fares
- ☐ Other (please state below):

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# About you

The West of England Combined Authority believes it is important to understand the needs and views of all communities who use our services. By asking you these questions we can develop our understanding of views and needs across the region.

Responses to the questions below will remain confidential - individuals will not be identified to responses to these questions and the individual details will not be published.

## What is your age?

- ☐ Under 18
- ☐ 19-24
- ☐ 25-44
- ☐ 45-74
- ☐ Over 75
- ☐ Prefer not to say

## Do you consider yourself to be a disabled person?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

## What is your ethnic group?

- ☐ Arab
- ☐ Asian/Asian British - Bangladeshi
- ☐ Asian/Asian British - Indian
- ☐ Asian/Asian British - Pakistani
- ☐ Asian/Asian British - Chinese
- ☐ Asian/Asian British - other (please describe)
- ☐ Black/African/Caribbean/Black - African
- ☐ Black/African/Caribbean/Black - Caribbean
- ☐ Black/African/Caribbean/Black - other (please describe)

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- ☐ Gypsy or Traveller of Irish Heritage
- ☐ Mixed /Multiple Ethnic Groups - White & Asian
- ☐ Mixed /Multiple Ethnic Groups - White & Black African
- ☐ Mixed /Multiple Ethnic Groups - White & Black Caribbean
- ☐ Mixed /Multiple Ethnic Groups - other (please describe)
- ☐ White - English/Welsh/Scottish/Northern/Irish/British
- ☐ White - Irish
- ☐ White - Gypsy or Irish Traveller
- ☐ White - other (please describe)
- ☐ Other ethnic group (please describe)

### What is your sexual orientation?

- ☐ Bisexual
- ☐ Gay Man
- ☐ Gay Woman / Lesbian
- ☐ Heterosexual / Straight
- ☐ Other (please describe)

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- ☐ Prefer not to say

### What is your gender?

- ☐ Female
- ☐ Male
- ☐ Other (please describe)

.....

- ☐ Prefer not to say

### Do you identify as a transgender person?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

### What is your religion/faith?

- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Other (please describe)

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- ☐ No Religion
- ☐ Prefer not to say

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### Documents available in other formats:

If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text please contact: **0117 374 1265** (leave your name, address and request)