

Bus Service Review Survey

Introduction

In response to the Government's new National Bus Strategy, Dorset Council is developing an ambitious Bus Service Improvement Plan (BSIP) for improving our local bus services and encouraging more people to use them. The plan will be a collaboration with local bus operators, community groups, business groups, and with passengers.

The Council would like to know how we can improve local bus services and what would make you use local buses more. We would like to hear from both people who already use buses, and from those who currently do not and why.

Please complete the survey to help to shape the future vision and priorities for the bus network in Dorset. Please return your completed survey to: Bus Improvement Team, Transport Planning, Dorset Council, County Hall, Dorchester, Dorset, DT1 1XJ.

Your details will only be used for the purposes of this survey and will be held in accordance with our Data Protection Policy. This can be found on our website.

The Survey

Do you live in Dorset?

- Yes, I live in Dorset
- No, I'm a visitor to Dorset [Go to page 6](#)

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What is your postcode? (or local area if no postcode) (mandatory field)

How often do you generally travel by bus in Dorset?

- Frequently
- Sometimes
- Rarely
- Never

How satisfied are you with bus services in Dorset?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

If you use the bus rarely or never what stops you from using the bus more/at all? [tick all that apply]

- Service frequency or no services
- Reliability
- Too slow
- Cost
- Don't go where I want to
- Don't know what is available
- Quality of the vehicles
- Safety
- Other (please specify)

Other (please specify)

Do you feel safe accessing and travelling on the bus network?

- Very safe
- Fairly safe
- Neither safe/unsafe
- Fairly unsafe
- Very unsafe

If certain improvements could be made to help you feel safer, what would these be?

What would encourage you, if at all, to use local buses in Dorset more?

[pick up to three]

- Buses that run more often
- More buses that leave, and stay, on time
- Buses to more places
- Buses that start earlier in the morning or finish later in the evening
- More local buses on Sunday
- Better integration with other forms of transport
- Simple to understand bus fares that offer better value for money
- A single ticket that can be used on all buses, regardless of the operator
- Information on local bus services made easier to obtain and understand
- On-demand bus services that could be booked at short notice
- Modern zero carbon emission buses
- Better waiting facilities (bus shelters / bus stations)
- Nothing

What else, not already mentioned would encourage you to use local buses more?

If you needed to get to somewhere you do not normally visit and were using the bus how would you find out details of what was available? [tick all that apply]

- Paper timetable
- Timetable at Bus stop
- Telephone enquiry
- Traveline South West
- Council website
- Bus company website
- Other website
- Google
- Mobile phone or tablet app
- Word of mouth – e.g. friend / relative / other
- Other (please explain)

Other (please explain)

For Visitors to Dorset only

What is your postcode?

Have you taken a bus during a visit to Dorset?

- Yes
 No

How satisfied are you with bus services in Dorset?

- Very satisfied
 Fairly satisfied
 Neither satisfied or dissatisfied
 Dissatisfied
 Very dissatisfied

Do you feel safe accessing and travelling on the bus network?

- Very safe
 Fairly safe
 Neither safe/unsafe
 Fairly unsafe
 Very unsafe

If certain improvements could be made to help you feel safer, what would these be?

What would encourage you, if at all, to use local buses in Dorset more [pick up to three]

- Buses that run more often
 More buses that leave and stay, on time
 Buses to more places
 Buses that start earlier in the morning or finish later in the evening
 More local buses on Sunday
 Better integration with other forms of transport
 Simple to understand bus fares that offer better value for money
 A single ticket that can be used on all buses, regardless of the operator
 Information on local bus services made easier to obtain and understand
 On-demand bus services that could be booked at short notice
 Modern zero carbon emission buses
 Better waiting facilities (bus shelters / bus stations)
 Nothing

What else, not already mentioned would encourage you to use local buses more?

If you needed to get to somewhere you do not normally visit and were using the bus how would you find out details of what was available? [tick all that apply]

- | | |
|--|---|
| <input type="checkbox"/> Paper timetable | <input type="checkbox"/> Other website |
| <input type="checkbox"/> Timetable at Bus stop | <input type="checkbox"/> Google |
| <input type="checkbox"/> Telephone enquiry | <input type="checkbox"/> Mobile phone or tablet app |
| <input type="checkbox"/> Traveline South West | <input type="checkbox"/> Word of mouth – e.g. friend / relative / other |
| <input type="checkbox"/> Council website | <input type="checkbox"/> Other (please explain below) |
| <input type="checkbox"/> Bus company website | |

About You

We collect diversity information, not only to ensure any changes do not unfairly impact on specific sectors of the community, but also to try to make sure our consultation response comes from a representative sample of local residents. We would appreciate if you can complete the following details

Which age group do you belong to ?

- | | |
|--------------------------------|---|
| <input type="radio"/> Under 18 | <input type="radio"/> 45-54 |
| <input type="radio"/> 18 - 24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25 - 34 | <input type="radio"/> 65 or over |
| <input type="radio"/> 35 - 44 | <input type="radio"/> Prefer not to say |

What is your gender ?

- | | |
|------------------------------|---|
| <input type="radio"/> Male | <input type="radio"/> Prefer to self describe |
| <input type="radio"/> Female | <input type="radio"/> Prefer not to say |

Please self describe below

The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted, or is likely to last 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS for example) are considered to be disabled from the point that they are diagnosed.

Do you consider yourself to be disabled as set out in the Equality Act 2010?

- Yes No Prefer not to say

If yes, please tell us which type of impairment applies to you. You may have more than one type of impairment, so please select all the impairments that apply to you

- Physical disability
- Learning disability / difficulty
- Long-standing illness or health condition
- Mental health condition
- Sensory impairment (hearing, Sight or both)
- Prefer not to say
- Other (please specify)

Please specify your ethnic group?

- White British
- White Irish
- Gypsy/Irish traveller
- Any other White background
- Asian/Asian British - Bangladeshi
- Asian/Asian British - Chinese
- Asian/Asian British - Indian
- Asian/Asian British - Pakistani
- Any other Asian background
- Black/Black British - African
- Black/Black British - Caribbean
- Any other Black background
- Mixed ethnic background - White and Asian
- Mixed ethnic background - White and Black African
- Mixed ethnic background - White and Black Caribbean
- Any other mixed background
- Prefer not to say
- Any other ethnic group (please specify)

Any other ethnic group

What best describes your religion/belief?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- No religion
- Other (please describe)
- Prefer not to say

If you would willing to be contacted about future transport initiatives please leave your email below