



**Norfolk** County Council



# **Your views on our Bus Service Improvement Plan for Norfolk**



## **Before you begin**

Some of the things in this paper are not easy to understand. You may need some help from someone to read it.

## Overview



This survey is split into two parts. The first part is about how buses run now and how you use them, and the second part is about our plan to improve the way buses run in the future. We want everyone to take this survey, whether you use the bus or not.



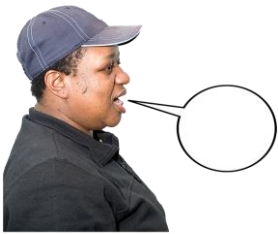
In March 2021 the Government published its National Bus Strategy which was called 'Bus Back Better.' The government wants to improve bus services across England and has asked local councils to help them. In October 2021, Norfolk County Council published their 'Bus Service Improvement Plan', which has lots of ideas about how buses can be improved in Norfolk.



This survey will help us know which parts of the plan people want most, and that we can focus on getting done, as well as seeing which the things already work well and maybe do not need changing.

We want to hear your views on our plan in this survey.

## About this survey



Please tell us what you think about our Bus Service Improvement Plan for Norfolk by completing this survey.



The feedback to this survey will help us plan to meet everyone's needs.



Please send your response by **5<sup>th</sup> July**.



Please send your survey back to the address below. You do not have to put a stamp on the envelope.

**Freepost Plus RTCL-XSTT-JZSK, Norfolk  
County Council, Ground floor – south wing,  
County Hall, Martineau Lane, NORWICH, NR1  
2DH**

Alternatively you can tell us what you think via  
our website:

<https://norfolk.citizenspace.com/consultation/bsip/>



Or you can send us an email to  
[haveyoursay@norfolk.gov.uk](mailto:haveyoursay@norfolk.gov.uk)



Thank you for helping us by telling us what you think.



If you have any questions about this survey, or need it in a different format, please email [haveyoursay@norfolk.gov.uk](mailto:haveyoursay@norfolk.gov.uk). Alternatively, you can call 0344 800 8020 or Text Relay on 18001 0344 800 8020 (textphone). We will do our best to help.

## Your answers



Please tick the answers that apply to you for each question.

**Question 1** Are you answering as...



- ☐ An individual / member of the public
- ☐ On behalf of a voluntary or community group
- ☐ On behalf of a statutory organisation
- ☐ On behalf of a business
- ☐ A Norfolk County Councillor
- ☐ A district or borough councillor
- ☐ A town or parish councillor
- ☐ A Norfolk County Council employee
- ☐ Other
- ☐ Prefer not to say



If you are answering for an organisation, please tell us which one?

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## Part 1: How do you use the bus?



**Question 2 How often, if at all, do you use a local bus service in Norfolk?**

- ☐ More than five days a week
- ☐ 5 days a week
- ☐ 3-4 days a week
- ☐ 2 days a week
- ☐ Once a week
- ☐ Once a fortnight
- ☐ Once a month
- ☐ Less often
- ☐ Never



**Question 3** What are your main reasons for travelling by local bus in Norfolk? Tick all that apply.

- ☐ Shopping
- ☐ Travelling to/from work
- ☐ Travelling as part of my work
- ☐ Education (including taking children to/from school)
- ☐ Visiting friends/relatives
- ☐ Health (eg visit hospital/doctor etc)
- ☐ Leisure
- ☐ Travelling to/from a train station for onward travel
- ☐ Other (please write below)





**Question 4** If you make a regular journey, do you use the bus the whole way, or do you . . .







- ☐ Connect to/from another bus
- ☐ Connect to/from a train
- ☐ Use a Park and Ride bus service
- ☐ Have a long walk to/from bus stop
- ☐ Cycle to/from bus stop
- ☐ Drive, or are driven, to/from bus stop
- ☐ The bus takes me where I want to go with only a short walk at either end / covers my whole trip
- ☐ I don't make a regular journey



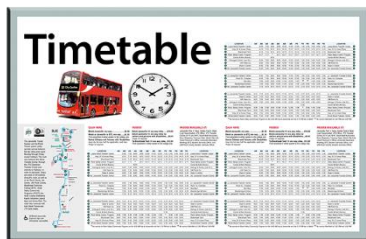
**Question 5.** Do you agree or disagree with the following statements. Please place an X in or under one of the boxes.







A) The bus is convenient and easy to use



					
Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>







B) The bus is reliable



					
Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C) The bus is affordable



					
Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D) I feel safe when travelling on the bus



Strongly disagree

☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

Don't know

☐

If you've disagreed/strongly disagreed with any of the statements please tell us why below.

**Question 6.** Do you ever use a different method of transport, other than the bus?

☐ Yes

☐ No





**Question 7.** If you answered yes to the last question, why do you choose to use an alternative method of transport to the bus?

- ☐ It is quicker than the bus
- ☐ It is cheaper to use than a bus ticket for the same journey
- ☐ The reliability of journey time is better than on the bus
- ☐ The nearest bus stop is too far from my home
- ☐ Buses are not available 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 issue and find bus travel challenging
- ☐ I have too much baggage to carry to/from/on a bus

- ☐ I have to do a lot of trips at once which can't be done by bus (for instance, taking the children to school on the way to work, or visiting the supermarket around caring for relatives)
- ☐ The bus is less friendly to the environment
- ☐ Car parking is freely available at my destination
- ☐ There is no local bus available
- ☐ Other (please write below)



**Question 8.** If you answered No to question 7, What would encourage you to use the bus more?

- ☐ More frequent bus services
- ☐ A direct bus on the journey I wish to make
- ☐ Quicker journey times
- ☐ Reliable services that always arrive when they say they will

- ☐ More facilities at bus stops and shelters  
(e.g. seating, lighting, secure cycle parking)
- ☐ Improved facilities for disabled passengers
- ☐ Real-time bus information at bus stops to track my bus
- ☐ Real-time bus information on my phone to track my bus
- ☐ A range of good value tickets, with a capped daily/weekly charge
- ☐ Easy to understand ticketing and fares
- ☐ Bus services that link with other transport services (e.g. rail)
- ☐ Better walking and cycle routes to bus stops
- ☐ Better on-board facilities - WiFi, USB charging, air conditioning, seating
- ☐ Easy to find information on all bus services and transport options in the area
- ☐ More environmentally friendly buses
- ☐ Nothing would encourage me to use the bus more)



**Question 9.** If you have additional needs, what improved facilities would you like to see on buses?



**Question 10.** Are there any new bus routes you would like to see added in Norfolk? Please write in the starting and end point, and any stops you'd like the bus to go to along the way.





## Part Two: Your thoughts on our Bus Service Improvement Plan

The 'Bus Service Improvement Plan', which was written in October 2021 described how Norfolk County Council and the companies that run buses locally will make the experience of using a bus in Norfolk better.

The plan outlined some clear goals on what we want to do to help make buses in Norfolk work better. They included



Buses running more often



Buses going to more places



More buses on time/faster journey times



More effort to tackle anti-social behaviour



Accessible buses



Better value for money



Better quality information at bus-stops



Cleaner buses









Helping Norfolk achieve Net-Zero and help the environment

This next part of the survey is about your views on this plan.

**Question 11.** Please tell us how important you think each of the following ideas are to making buses better in Norfolk. Please place an X in or under one of the boxes.









A) Produce a Norfolk travel website where you'll be able to see all the transport methods available in Norfolk and also plan your journeys.

					
Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



B) Offer cheaper fares to young people up to the age of 25

					
Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





C) Have a special offer to encourage people to continue or start using bus services

					
Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D) Introduce tickets that can be used across all the different buses in Norfolk



					
Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



E) Introduce a rule where you can't get charged above a certain price for fares. This is called 'fare capping'.



Very Important

☐


Important

☐


Neither important nor unimportant

☐


Not very Important

☐


Not important at all

☐


Don't know

☐


F) Manage roadworks and road closures better so that bus journeys are affected less



Very Important

☐


Important

☐


Neither important nor unimportant

☐


Not very Important

☐


Not important at all







☐


Don't know

☐









G) Build more things like bus lanes, that help buses travel more easily compared to other traffic on the roads

					
Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>









H) Improve bus stops

					
Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>








I) Introduce more real time information at stops, so for example you would be able to see how far away the next bus is while at the bus stop.

					
Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



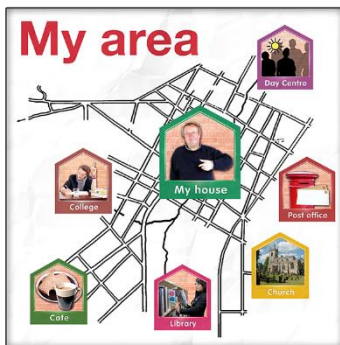
J) Have an announcement or a sign saying what the next stop will be

					
Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



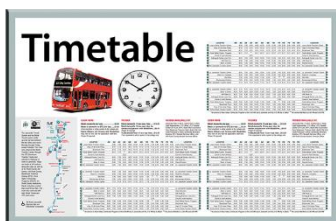
K) Make places like bus stops or train stations linked up with other travel options. For example, having cycle storage/hire at the bus stop

Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



L) Run more buses that go to more places

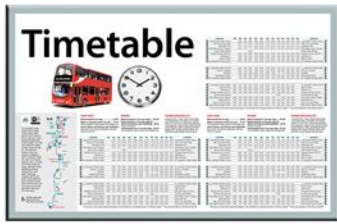
Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





M) Have more buses running at more times during the day

Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>











N) Have more buses running in the evening and on Sundays

					
Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

O) Make the buses more environmentally friendly, for example, they run on electricity rather than petrol.



					
Very Important	Important	Neither important nor unimportant	Not very Important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## About you



Please answer these questions about yourself.  
Your answers will help us to make sure that we are getting the views from all different communities of people.

### Question 12 Are you...?



- ☐ Female
- ☐ Male
- ☐ Prefer not to say
- ☐ Other, please say



**Question 13** What is your age?

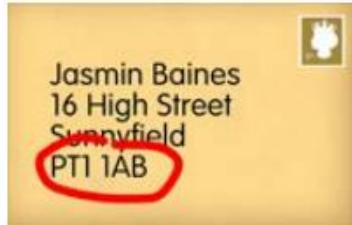
- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75-84
- ☐ 85+
- ☐ Prefer not to say



**Question 14** What is your ethnic background

- ☐ White
- ☐ Mixed / Multiple ethnicity
- ☐ Asian / Asian British
- ☐ Black / African / Caribbean / Black British
- ☐ Prefer not to say
- ☐ Other ethnic group, please say

**Question 15** What is your postcode? (e.g. NR4)



**Thank you for telling us what you think**



Please send this form in an envelope back to:  
Freepost Plus RTCL-XSTT-JZSK, Norfolk  
County Council, Ground floor, south wing,  
County Hall, Martineau Lane, NORWICH, NR1  
2DH. **You do not need to use a stamp.**

If you have any queries about the survey, please  
email [haveyoursay@norfolk.gov.uk](mailto:haveyoursay@norfolk.gov.uk), call 0344  
800 8020 or Text Relay on 18001 0344 800 8020  
(textphone) and we will do our best to help.