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# Bus Service Improvement Plan Survey

## Overview

East Sussex County Council is developing a Bus Services Improvement Plan in collaboration with the county's bus operators.

This is in line with the Government's recently published National Bus Strategy - Bus Back Better, which requires all English local transport authorities to work with operators to come up with achievable plans for improving their local services and encouraging more people to use them. Central Government has pledged £3 billion in funding across the country to help deliver these plans. We would like to secure a fair share of this funding to improve bus travel across East Sussex.

As an important part of the Bus Service Improvement Plan, we want to hear what you think would improve local bus services and what would make you use buses more. We are keen to hear from people of all ages who already use buses and those who do not.

Please respond as soon as possible. Responses will help in the first Bus Service Improvement Plan.

Please note that the responses you provide will only be used for the purpose of shaping the content of Bus Service Improvement Plans.

## Why we are consulting

### How to take part in this consultation

The consultation runs for four weeks from **Tuesday 17 August to Tuesday 14 September 2020**.

We will do all we can to make it as easy as possible for everyone to have their say.

There are a number of ways you can give us your views:

- By completing this online survey
- By printing a copy of the survey at the bottom of this page

If you have any questions about this consultation, need help to take part, or need a copy of the information in a different format or another language, please contact us by email at [publictransport.pts@eastsussex.gov.uk](mailto:publictransport.pts@eastsussex.gov.uk) or by phone 0345 608 0194 (Press 1).

### Privacy

This consultation is anonymous, although we do ask respondents to complete an optional 'About

You' section at the end. You will find more information in that relevant section.

Please make sure that any comments you submit don't include any names or personal details of you or anyone else. For more information about how the data will be stored and processed by East Sussex County Council, please contact the consultation team.

Read the full privacy notice here: <https://www.eastsussex.gov.uk/privacy/consultation-hub/>.  
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## Bus Use

### 1 How often do you use bus services in East Sussex?

(Required)

*Please select only one item*

- ☐ Frequently   ☐ Sometimes   ☐ Rarely   ☐ Only when there is no alternative  
☐ Never

# Current Bus Journeys

## 2 What journeys do you currently use the bus for?

Choose up to 3, where 1 is your most regular journey type.

	1	2	3
Work <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal business e.g. banking <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical/health <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leisure and sport <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School/pre-school <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College or training <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth activities not in school <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faith activities <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please state below <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please enter other bus use here

# Bus Information

## 3 For your current bus travel, how do you find out times of your bus?

Choose up to 3, where 1 is your most commonly used..

Please select only one item

☐ Already know

	1	2	3
Bus operator's app <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other app provider: e.g. Moovit, Citymapper <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google Maps <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus company website <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traveline <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other websites <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timetable at bus stop <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone enquiry <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council website <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paper timetable <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Word of mouth – e.g. friend/relative/other <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1

2

3

Other, please state  
below

*Please select only one  
item*

☐☐☐

Please enter other here

# Future Bus Use

## 4 What journeys would you like to use a bus for?

Choose up to 3, where 1 is your most regular journey type..

Please select only one item

☐ None

	1	2	3
None <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal business e.g. banking <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical / health <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leisure / sport <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School / pre-school <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College or training <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faith activities <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please state below <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please enter other bus use here

# Journey Planning

5 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 / planning your journey by bus?

Choose up to 3, where 1 is your most commonly used..

Please select only one item

☐ None

	1	2	3
Bus operator's app <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other app provider: Moovit, Citymapper etc <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google Maps <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus company website <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traveline website or app <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other website <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timetable at Bus stop <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone enquiry <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council website <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paper timetable <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Word of mouth – e.g. friend/relative/other <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1

2

3

Other, please state

below

*Please select only one  
item*

☐☐☐

Please enter other journey planning here



# What is restricting your bus use

## 6 What (if anything) stops you from using the bus more/at all?

Choose up to 5, where 1 is the highest impact..

Please select only one item

☐ Nothing

	1	2	3	4	5
I don't know where buses go <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hard to find information about buses <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses don't go where I want to <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Some of my journeys could involve a change of bus, which doesn't work for me <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Too slow <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrequent <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not Safe <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unreliable <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No bus near me <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stops are not a good place to be <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Other ways of  
travelling are better  
*Please select only one  
item*

☐☐☐☐☐

Difficulty with  
shopping or luggage  
*Please select only one  
item*

☐☐☐☐☐

Cost  
*Please select only one  
item*

☐☐☐☐☐

Other, please state  
below  
*Please select only one  
item*

☐☐☐☐☐

Please enter other here

# Bus Improvements

7 What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

Choose up to 5, where 1 is of highest importance..

*Please select only one item*

☐ None

	1	2	3	4	5
Better information that's easier to access <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More frequent services, including evenings and weekends <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zero emission buses <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfortable, modern buses <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faster and more reliable services, helped by bus priority measures (bus lanes etc.) <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More direct services <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Real time information – showing where my bus is, both while waiting and during my journey <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1

2

3

4

5

Better levels of  
customer service  
and a chance to  
have your say

*Please select only one  
item*

☐☐☐☐☐

Better waiting  
facilities with  
improved  
accessibility, such as  
raised kerbs with  
better wheelchair  
access

*Please select only one  
item*

☐☐☐☐☐

Ease of payment e.g.  
Contactless payment  
with fare capping

*Please select only one  
item*

☐☐☐☐☐

More integrated and  
innovative services  
such as flexible,  
bookable services  
that offer journeys to  
wider areas and a  
range of destinations

*Please select only one  
item*

☐☐☐☐☐

Lower fares

*Please select only one  
item*

☐☐☐☐☐

Simple common  
tickets available for  
use on all services,  
irrespective of the  
operator

*Please select only one  
item*

☐☐☐☐☐

Other, please state  
below

*Please select only one  
item*

☐☐☐☐☐

Please enter other improvements here

## Improvements to Bus Services

**8** If you would like to make suggestions for improvements to an existing bus service or propose a new one or any other specific suggestions on bus services.

Please tell us below as briefly as possible your suggestion and reason..

e.g. we need a service on Sundays for shopping. Remember to include the name of the village or town..

Please do not include any personal details..

## General Suggestion for Improvements

**9** Do you have any general comments or suggestions on how bus use could be improved?

This could be on anything from ticketing & fares to bus stop facilities..

Please tell us below as briefly as possible your suggestion and reason..

Please do not include any personal details..

## Free Bus Pass

**10** Do you hold a bus pass for free travel?

(Required)

*Please select only one item*

☐ Yes ☐ No

## About you

**You don't have to answer the questions in this section, but it will help us to make sure that everyone is treated fairly and equally if you do.**

Your information will only be used and reported anonymously to support the consultation, engagement or feedback activity you are taking part in. We will keep your individual information for a period of up to five years and we won't keep it any longer than is necessary. Please contact the consultation team if you would like more information.

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<<http://www.eastsussex.gov.uk/privacy/about-you-survey/>>

## 11 Which of the following best describes you?

*Please select only one item*

- ☐ Self employed   ☐ Employed full-time   ☐ Employed part-time  
☐ On a government sponsored training scheme   ☐ Student   ☐ Unemployed  
☐ Long term sick or disabled   ☐ Retired whether receiving a pension or not   ☐ Other\*

If other, please specify:

## 12 Are you completing this questionnaire as?

*Please select all that apply*

- ☐ An East Sussex resident   ☐ An East Sussex business/service organisation  
☐ A visitor to East Sussex   ☐ A voluntary or community organisation  
☐ A Parish/Town/District/Borough Council

## 13 What is your age?

*Please select only one item*

- ☐ Under 18   ☐ 18-24   ☐ 25-34   ☐ 35-44   ☐ 45-54   ☐ 55-64   ☐ 65-74  
☐ 75+   ☐ Prefer not to say

## 14 Are you...?

*Please select only one item*

- ☐ Male   ☐ Female   ☐ Prefer not to say

## 15 Do you identify as a transgender or trans person?

*Please select only one item*

- ☐ Yes   ☐ No   ☐ Prefer not to say

## About you

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<<http://www.eastsussex.gov.uk/privacy/about-you-survey/>>

- 16** 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 at least 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?

*Please select only one item*

☐ Yes ☐ No ☐ Prefer not to say

- 17** If you answered yes to the previous question, please tell us the type of impairment that applies to you. You may have more than one type of impairment, so please select all that apply. If none of these apply to you, please select other and give brief details of the impairment you have.

*Please select all that apply*

☐ Physical impairment ☐ Sensory impairment (hearing and sight)  
☐ Long standing illness or health condition ☐ Mental health condition  
☐ Learning disability ☐ Prefer not to say ☐ Other\*

If other, please specify:



**18** A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. [Carers at the Heart of 21st Century Families and Communities, 2008] Do you consider yourself to be a carer?

*Please select only one item*

☐ Yes ☐ No ☐ Prefer not to say

**19** To which of these ethnic groups do you feel you belong? (source: 2011 census)

*Please select only one item*

☐ White British ☐ White Irish ☐ White Gypsy/Roma ☐ White Irish traveller  
☐ White other\* ☐ Mixed white and Black Caribbean  
☐ Mixed White and Black African ☐ Mixed White and Asian ☐ Mixed other\*  
☐ Asian or Asian British Indian ☐ Asian or Asian British Pakistani  
☐ Asian or Asian British Bangladeshi ☐ Asian or Asian British other\*  
☐ Black or Black British Caribbean ☐ Black or Black British African  
☐ Black or Black British other\* ☐ Arab ☐ Chinese ☐ Prefer not to say  
☐ Other ethnic group\*

If your ethnic group was not specified in the list, please describe your ethnic group:

**20** Do you regard yourself as belonging to any particular religion or belief?

*Please select only one item*

☐ Yes ☐ No ☐ Prefer not to say

**21** If you answered yes to the previous question, which one?

*Please select only one item*

☐ Christian ☐ Hindu ☐ Muslim ☐ Buddhist ☐ Jewish ☐ Sikh  
☐ Other\*

If other, please specify:

## About you

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<http://www.eastsussex.gov.uk/privacy/about-you-survey/>

### 22 Are you... ?

*Please select only one item*

- ☐ Bi/Bisexual   ☐ Heterosexual/Straight   ☐ Gay woman/Lesbian   ☐ Gay man  
☐ Prefer not to say   ☐ Other\*

If other, please specify:

### 23 Are you currently pregnant or have you been pregnant in the last year? Please ignore this question if it is not relevant to your personal circumstances.

*Please select only one item*

- ☐ Yes   ☐ No   ☐ Prefer not to say

### 24 Are you married or in a civil partnership?

*Please select only one item*

- ☐ Yes   ☐ No   ☐ Prefer not to say