National Bus Strategy: Bus Back Better

This survey closes on 10/09/2021.

**Overview**

A new National Bus Strategy (Bus Back Better) [Bus back better - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/bus-back-better) was published by the Government on 15 March 2021. The Strategy requires all Local Transport Authorities to consider their role in encouraging more people to travel by bus as we recover from the Covid 19 pandemic and sets out aspirations for the future of bus service improvements.

The Government’s ambitions in the National Bus Strategy support the Council’s own intentions within the emerging new Surrey Transport Plan, which is currently being consulted on (<https://surreyltp4.commonplace.is/>). The work will seek to tackle air quality issues, reducing congestion to encourage modal shift to improve the local environment for residents.

The National Bus Strategy requires that Local Transport Authorities prepare Bus Service Improvement Plans in October 2021 which will subsequently be used to formulate Enhanced Partnership Schemes with all bus operators in the county. The development of the Bus Service Improvement Plans and the future Enhanced Partnerships will seek to increase bus patronage by offering more services where required and higher quality services for our residents.

Bus Service Improvement Plans will propose ambitious initiatives to encourage greater bus use as part of the county’s ‘building back better’ more sustainably. They will set out the future bus network, plans for bus priority schemes on the highway in order to secure faster journey times and increased bus reliability and detail how our aspirations will be achieved. They will also act as a framework to unlock the opportunity for future bidding to secure part of the £3bn funding allocated to Bus Back Better by the Government.

Surrey County Council intends to respond ambitiously and positively to the Government to achieve significant improvements to bus services in the county. To help us achieve our ambitious goals we are asking residents to engage with us, so we can understand the things that are most important to them.

**Why we are consulting**

This survey is being run to obtain residents’ initial views about what is important to them regarding bus services in Surrey, and to understand their current bus use habits.

All responses are strictly confidential, and your data will be used in-line with our data protection policy which can be found [here](https://www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notices/transport-development-planning).

**Accessibility Statement**

This survey is compatible with speech recognition software and screen readers. For those with a hearing impairment, please feel free to use our alternative SMS mobile number on: 07527 182861

If you require this survey in an alternative format, please contact research@surreycc.gov.uk and we will do our best to assist you. For more information on the accessibility of Surrey Says, please see the [Delib Accessibility Policy](file:///%5C%5Csurreycc.local%5Caccessibility_policy%5C).

**Bus Service Preferences**

**How often do you use buses in a typical week?**

* 0-2 journeys
* 3-5 journeys
* 6-8 journeys
* 9+ journeys

**Please rate each of the below outcomes by importance in your opinion.**

1 - Not at all important

2 - Low importance

3 – Neutral

4 – Important

5 - Very important

* The bus is well presented and clean
* The bus arrives at my stop on time and gets me to my destination when it is supposed to
* Information about bus services, where they go, frequency, etc, is easily available through a range of channels
* Bus fares and ticketing options are simple and easy for me to understand, with the information readily available through different means
* I can easily find out how much my journey will cost, and I can pay in a variety of ways, e.g. on the bus, on-line, on my smart phone, etc
* The bus is operated using ‘green fuels’, e.g. electric or hydrogen fuel cell buses
* Buses run when I need them, e.g. weekends and evenings
* Buses are frequent enough meaning I don’t need to be concerned about long waiting times
* When waiting for a bus, it is safe and comfortable to so, as bus shelters and seats are provided
* Buses are driven by friendly staff, with modern vehicles offering good on-board facilities, such as wi-fi, mobile phone charging points, etc.
* Connections between buses to trains and trains to buses

**From the same list of outcomes, please select which are the top three issues for you personally, 1 being most important.**

1 –

2 –

3 –

**If we are successful in obtaining Government funding, what improvements would you like to see in your area?**

* More services operating in my area in the evenings and at the weekends
* Enhanced safe waiting areas with shelters seating and lighting being available
* Simple easy to understand fares and ticketing options
* Bus priority measures, such as bus lanes on the road and traffic management systems being introduced to promote quicker journey times
* Existing services in my area operating more frequently
* More demand responsive transport, that I can book in advance of travel, rather than conventional standard timetabled services
* Something else

If something else, please explain here:

**Finally, please provide the first part of your postcode (e.g. GU1).**

This will help us to understand what improvements residents would like to see in different parts of Surrey.

**Thank you for completing this survey.**

Please send you completed responses via:

Email to research@surreycc.gov.uk with the subject ‘National Bus Strategy Survey’.

or

Post to Insight, Analytics and Intelligence, Woodhatch Place, Cockshot Hill, Reigate RH2 8EF.