**Bus Back Better – National Bus Strategy**

In March 2021, the UK Government published a National Bus Strategy - [Bus back better](https://www.gov.uk/government/publications/bus-back-better). The central aim of this is to get more people travelling by bus; first to get back to pre-Covid levels and then to exceed this.

We are actively considering the implications and opportunities of this initiative and are keen to better understand the views of individuals living and working in the County. We are particularly keen to get the views of those who do not use bus services, or only use them infrequently as well as those who are familiar with bus services and use them frequently.

This strategy was published after we had developed the survey on demand responsive travel. If we had had the national strategy we would have asked additional questions on the previous survey. Some questions may be a repeat but this is to allow us to conduct analysis on this survey.

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<https://www.northyorks.gov.uk/sites/default/files/fileroot/About%20the%20council/Transparency%20and%20freedom%20of%20information/Engagement%20Community%20Panel%20Privacy%20Notice.pdf>

Q1. How frequently do you use local buses?

|  |  |
| --- | --- |
| Almost everyday |  |
| At least once a week |  |
| About once a month |  |
| Two or three times a year |  |
| Less often |  |
| Never |  |

Q2. Do you have a free older persons or disabled persons bus pass?

|  |  |
| --- | --- |
| Yes |  |
| No |  |

Q3. Which of the points below do you think are important features for good bus services in North Yorkshire? *(Please tick all that apply)*

|  |  |
| --- | --- |
| * More frequent services (ie hourly or better)
 |  |
| * Faster and more reliable/punctual services
 |  |
| * More evening and Sunday services
 |  |
| * More demand responsive services (services which you request by an app and which do not have a route or timetable) in places unserved or barely served by conventional buses, such as rural villages and out-of-town business parks
 |  |
| * Good value adult fares
 |  |
| * Good ticketing offers e.g. Half fare ticket for under 18s; group travel discount for two or more people travelling together
 |  |
| * Simpler ticketing e.g. contactless card payment, flat fare, capped day travel ticket price
 |  |
| * Tickets accepted by any operator on common routes
 |  |
| * Easier to understand bus information on websites
 |  |
| * Easier to understand bus information at bus stops and bus stations
 |  |
| * Live bus information available on a smart phone
 |  |
| * Clean, safe, accessible buses
 |  |
| * Helpful, courteous and professional drivers
 |  |

Q4. Thinking about things that would influence you to use the bus services in North Yorkshire or use them more often, how important are the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very important | Important | Neither important nor unimportant | Unimportant | Very Unimportant |
| Less available on street parking; |  |  |  |  |  |
| More expensive parking in town centres;  |  |  |  |  |  |
| Bus lanes where traffic congestion occurs to enable buses to travel more freely |  |  |  |  |  |
| More frequent services (ie hourly or better) |  |  |  |  |  |
| Faster and more reliable services  |  |  |  |  |  |
| Predictability of the bus (to turn up /arrive on time) |  |  |  |  |  |
| More evening and Sunday services |  |  |  |  |  |
| More demand responsive services in places unserved or barely served by conventional buses |  |  |  |  |  |
| Cheaper fares |  |  |  |  |  |
| Knowing the cost of the journey before you travel |  |  |  |  |  |
| Better ticketing offers eg Half fare ticket for u18’s; group travel discount for two or more people travelling together; |  |  |  |  |  |
| Simpler ticketing eg contactless card payment, flat fare, capped day travel ticket price |  |  |  |  |  |
| Tickets accepted by any operator on common routes |  |  |  |  |  |
| Easier to understand bus information on websites |  |  |  |  |  |
| Easier to understand bus information at bus stops and bus stations |  |  |  |  |  |
| Live bus information available on a smart phone |  |  |  |  |  |
| Clean, safe, accessible buses |  |  |  |  |  |
| Safe, clean, accessible bus stops and waiting facilities |  |  |  |  |  |
| Helpful, courteous and professional drivers |  |  |  |  |  |

Q5. Thinking about how you use bus services or what would encourage you to use buses if you don’t use them at present, please rank the following groups of features in priority order, where 1 is the most important and 3 is your least important priority:

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 | 2 | 3 |
| Three or four buses per hour |  |  |  |
| Reliable consistent service |  |  |  |
| Good bus and timetable information |  |  |  |

Q6. Thinking about how you use bus services or what would encourage you to use buses if you don’t use them at present, please rank the following groups of features in priority order, where 1 is the most important and 3 is your least important priority:

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 | 2 | 3 |
| Easy to understand ticket pricing |  |  |  |
| Cheaper fares |  |  |  |
| Fixed (flat) fare per journey |  |  |  |

Q7. Thinking about how you use bus services or what would encourage you to use buses if you don’t use them at present, please rank the following groups of features in priority order, where 1 is the most important and 3 is your least important priority:

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 | 2 | 3 |
| Reduced on street parking |  |  |  |
| More expensive parking in town centres |  |  |  |
| Bus lanes where traffic congestion occurs |  |  |  |

Q8. Thinking about how you use bus services or what would encourage you to use buses if you don’t use them at present, please rank the following groups of features in priority order, where 1 is the most important and 3 is your least important priority:

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 | 2 | 3 |
|  Half fare ticket for under18’s |  |  |  |
| Group travel discount for two or more people travelling together |  |  |  |
| Free evening travel add on to a return ticket |  |  |  |

Q9. Please use the following space to tell us what you would like to see in a Bus Service Improvement Plan. *(Please do not include any personal or sensitive information)*

|  |
| --- |
|  |

Q10. Please confirm which district you live in

|  |  |
| --- | --- |
| Craven |  |
| Hambleton |  |
| Harrogate |  |
| Richmondshire |  |
| Ryedale |  |
| Scarborough |  |
| Selby |  |