



Passenger  
Transport  
Group



# Shropshire Public Transport Survey Enhanced Partnership

Snapshot of data retrieved –  
2<sup>nd</sup> September 2021

September 2021

# Shropshire Public Transport Survey – Enhanced Partnership

2028

Responses

14:36

Average time in  
minutes to complete

17

Days active

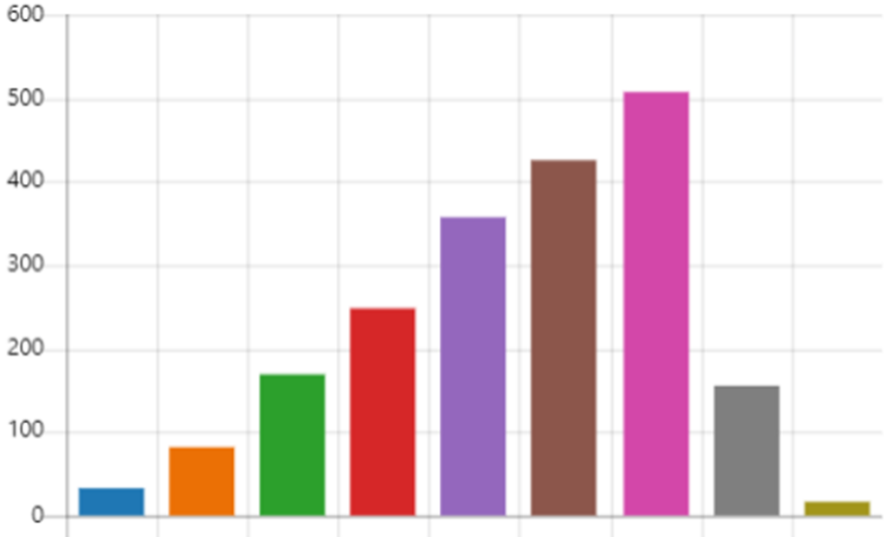


Data correct as of 2<sup>nd</sup> September 2021

### 5. What is your current age?

[More Details](#)

Under 18	33
18 - 24	82
25 - 34	168
35 - 44	247
45 - 54	358
55 - 64	426
65 - 74	506
75 - 84	155
85+	17



Data correct as of 2<sup>nd</sup> September 2021

## 8. Do you have a concessionary bus pass entitling you to free travel?

[More Details](#)

 Yes	582
 No	1410

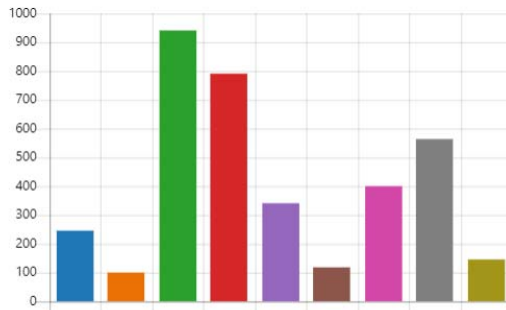


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11. Before the Covid-19 pandemic, what were your usual / most frequent reason(s) for travelling by bus services in Shropshire? Please select all that apply

[More Details](#)

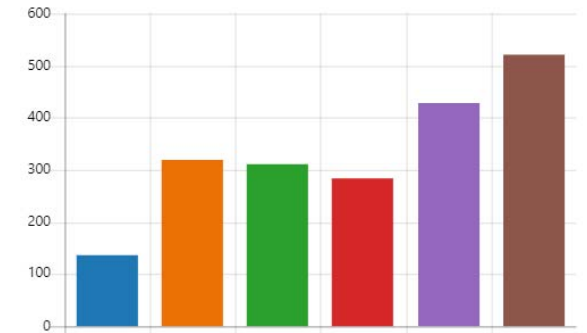
Commuting to and from work	244
Travelling for employment rea...	98
Shopping	942
Social, including to meet with ...	790
Exercise or leisure	340
Education (including taking ch...	116
Health or medical appointment	400
Didn't use local bus	564
Other	146



12. Before the Covid-19 pandemic, how often, if at all, did you use a bus service in Shropshire?

[More Details](#)

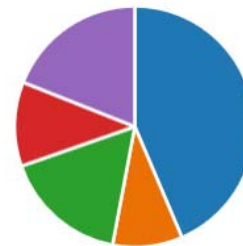
5 or more days a week	136
2-4 days a week	319
Once a week	311
Once a month	283
Less than once a month	428
Never	522



13. Following the Covid-19 pandemic, how do you expect your use of bus services will change?

[More Details](#)

To remain about the same as ...	871
To use the bus for fewer journ...	188
To use the bus for more journ...	334
I did not use it before and do ...	226
Undecided or unsure	380



“Bus drivers aren’t pleasant and too expensive now”

“Expensive fares and don’t run regularly enough”

“No bus running after 7pm”

“Cost & timings”

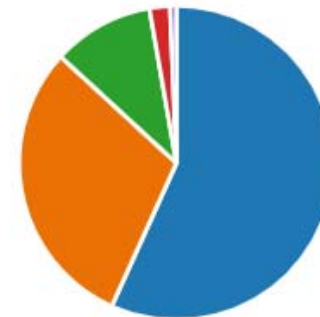
“Need more buses”

“Apart from P&R, usually too infrequent to be practical”

14. How would you rate the current provision of bus services in Shropshire?

[More Details](#)

● Poor	1155
● Fair	612
● Good	212
● Very good	43
● Excellent	13



“Buses are often late, unclean and dependant on route few and far between”

“Not regular enough, prices over the top, no service on Sundays”

“Not many services, concerns about Covid”

“Poor frequency, reliability and route options”

Last bus back is as shops close, not suitable if you work in retail”

“Bus services start too late and end too early”

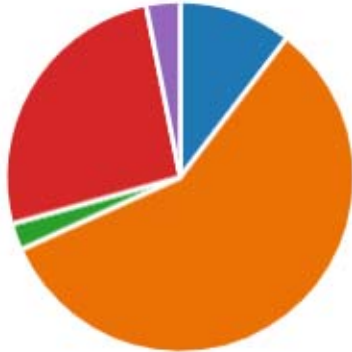
“Too expensive and too infrequent”

Data correct as of 2<sup>nd</sup> September 2021

### 16. If you were to use local bus in Shropshire, how would you prefer to pay?

[More Details](#)













● Cash	213
● Card (Contactless)	1176
● Prepaid tickets	50
● Concessionary pass	532
● Other	64

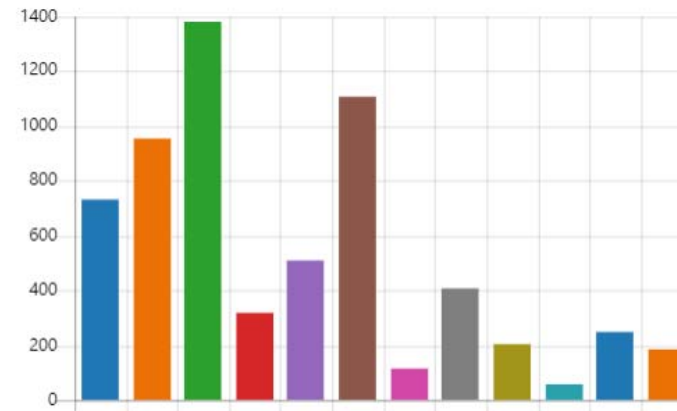


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17. What are the main areas of concern regarding bus services in Shropshire? Please select as many as are applicable to yourself

[More Details](#)

 Fare prices (too expensive)	734
 No bus service available	953
 Bus doesn't run at suitable tim...	1379
 Journey takes too long	320
 Information not easily available	512
 Buses not frequent enough	1105
 Congestion	113
 Bus not reliable	410
 Bus stop too far from home	205
 Image of bus travel	56
 Anxiety relating to Covid-19 p...	251
 Other	187

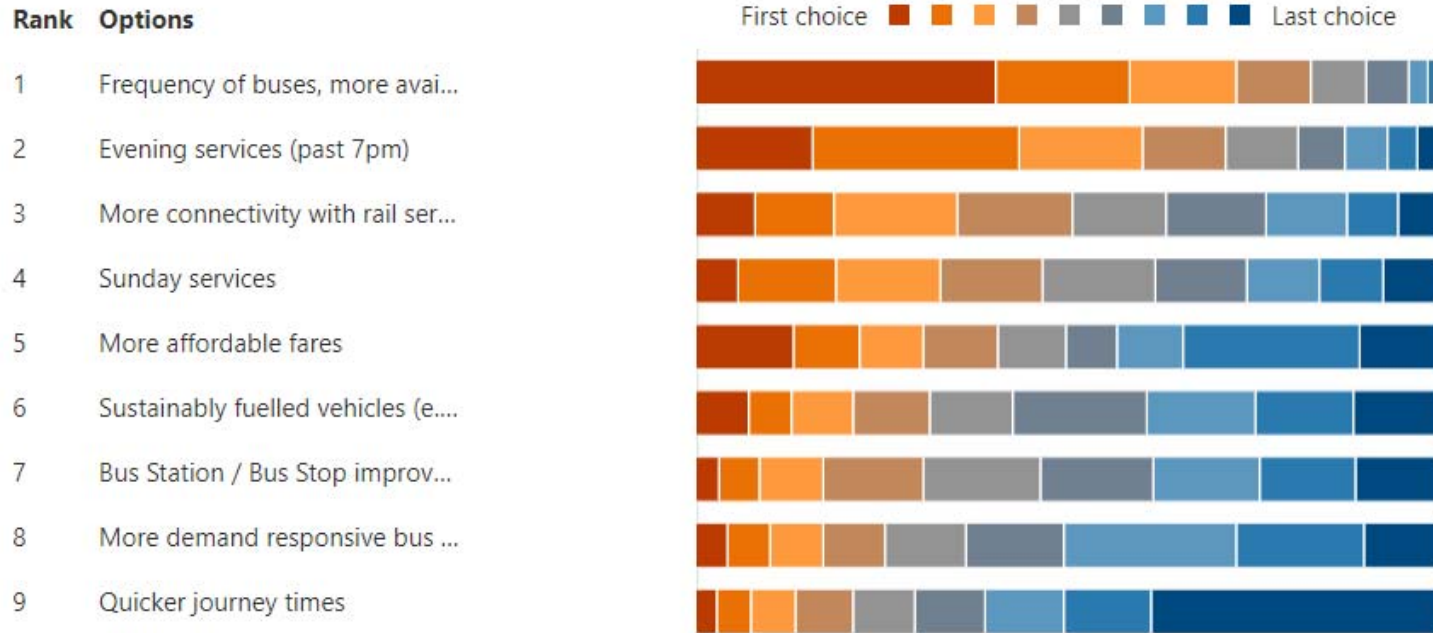




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19. Please put the following statements in order of priority to yourself, highest priority at the top. (you are able to move each statement to your preferred order.)

[More Details](#)



Data correct as of 2<sup>nd</sup> September 2021

20. Rate the current availability of bus timetables/information across Shropshire

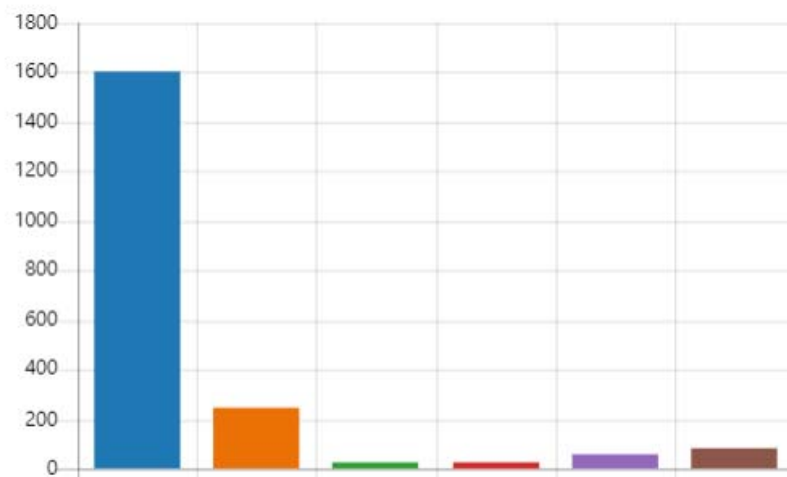


2.44 Average Rating

21. If you were trying to find out information regarding bus services, where would you prefer to go?

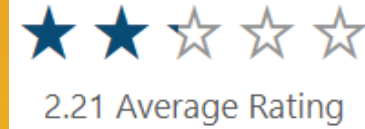
[More Details](#)

● Online	1602
● At the Bus Stop	245
● By calling the operator	22
● By calling Traveline	27
● Don't know	61
● Other	79



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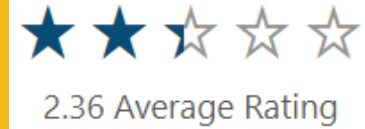
22. Rate the current frequency of bus services in Shropshire



23. Rate the current reliability of bus services in Shropshire



24. Rate the current cost of fares on bus services across Shropshire



25. Rate the time bus services finish at night in Shropshire



Data correct as of 2<sup>nd</sup> September 2021

30. How would you currently rate the quality of Bus Stations in Shropshire? (Leave blank if unsure)



2.16 Average Rating

32. How would you rate the current condition of bus stops and shelters around Shropshire?  
(Please leave blank if not applicable)



2.23 Average Rating



34. To what extent, if at all, would the following statements improve bus services in Shropshire for you?

■ A great deal   ■ To some extent   ■ Not very much   ■ Not at all   ■ Don't know

Single website for information about all buses in Shropshire



1<sup>st</sup>

Bus services near you operating more frequently



2<sup>nd</sup>

Electronic real time information displays at bus stops



3<sup>rd</sup>

Bus services operating later in the evening



4<sup>th</sup>

More affordable fares



5<sup>th</sup>

34. To what extent, if at all, would the following statements improve bus services in Shropshire for you?

■ A great deal   ■ To some extent   ■ Not very much   ■ Not at all   ■ Don't know

Sunday services being provided



6<sup>th</sup>

Better on-bus information such as 'next stop' displays or announcements



7<sup>th</sup>

Multi-operator tickets (that can be used on more than one operators buses)



8<sup>th</sup>

Measures giving buses priority over traffic, helping them to run faster and more reliably



9<sup>th</sup>

Services operated with electric or zero-emission vehicles



10<sup>th</sup>

34. To what extent, if at all, would the following statements improve bus services in Shropshire for you?

■ A great deal   ■ To some extent   ■ Not very much   ■ Not at all   ■ Don't know

Better connections between bus services and train services



11<sup>th</sup>

Improved bus stops/shelters



12<sup>th</sup>

Bus service nearer to my home



13<sup>th</sup>

Journey times on bus services were quicker



14<sup>th</sup>

On-demand bus services that could be pre-booked



15<sup>th</sup>

Wi-Fi available on board



16<sup>th</sup>

USB charging points available



17<sup>th</sup>