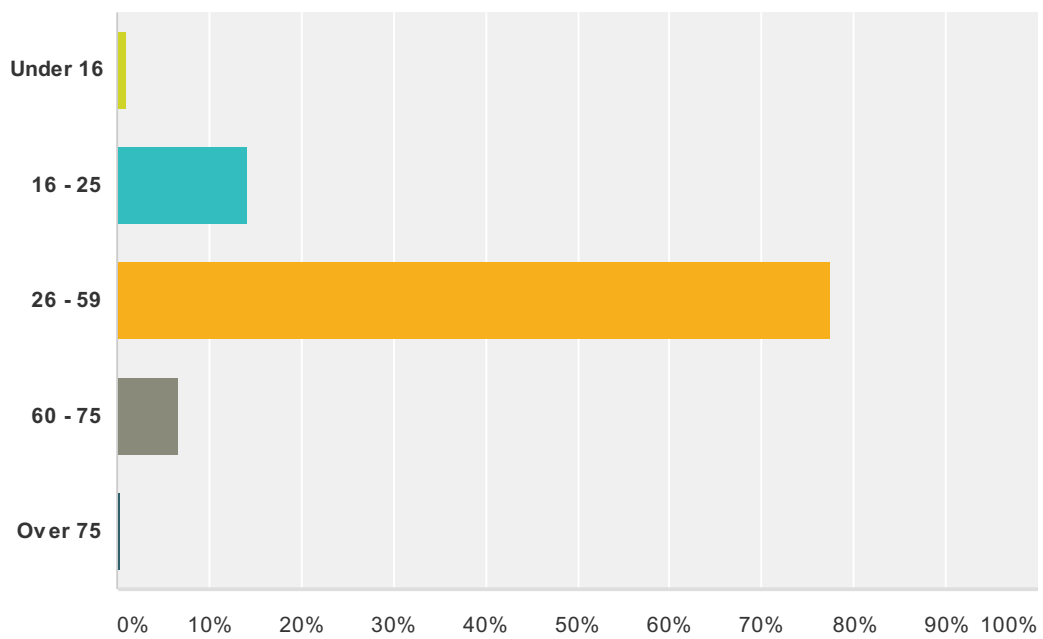


Q1 Which age bracket do you fall in to?

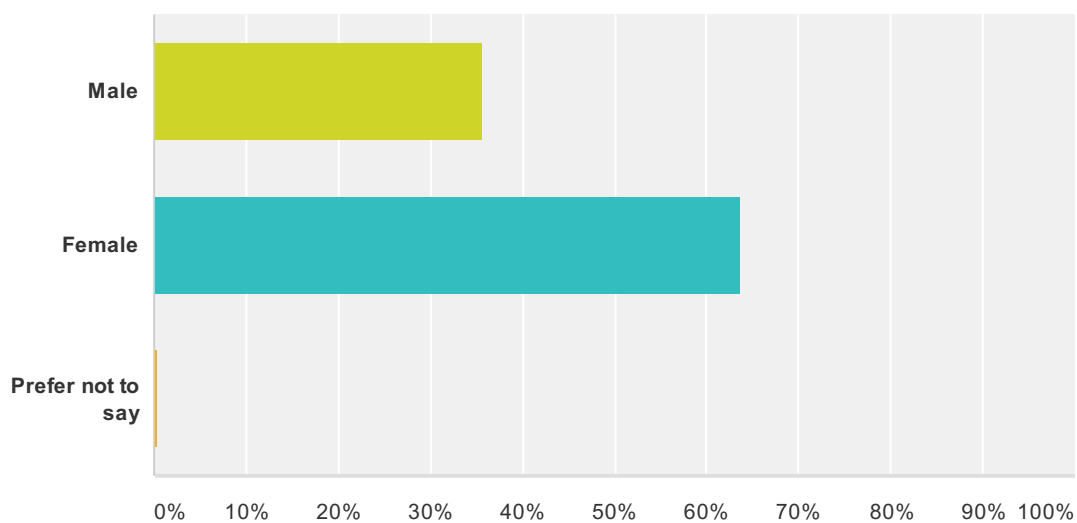
Answered: 196 Skipped: 0



Answer Choices	Responses
Under 16	1.02% 2
16 - 25	14.29% 28
26 - 59	77.55% 152
60 - 75	6.63% 13
Over 75	0.51% 1
Total	196

Q2 Are you:

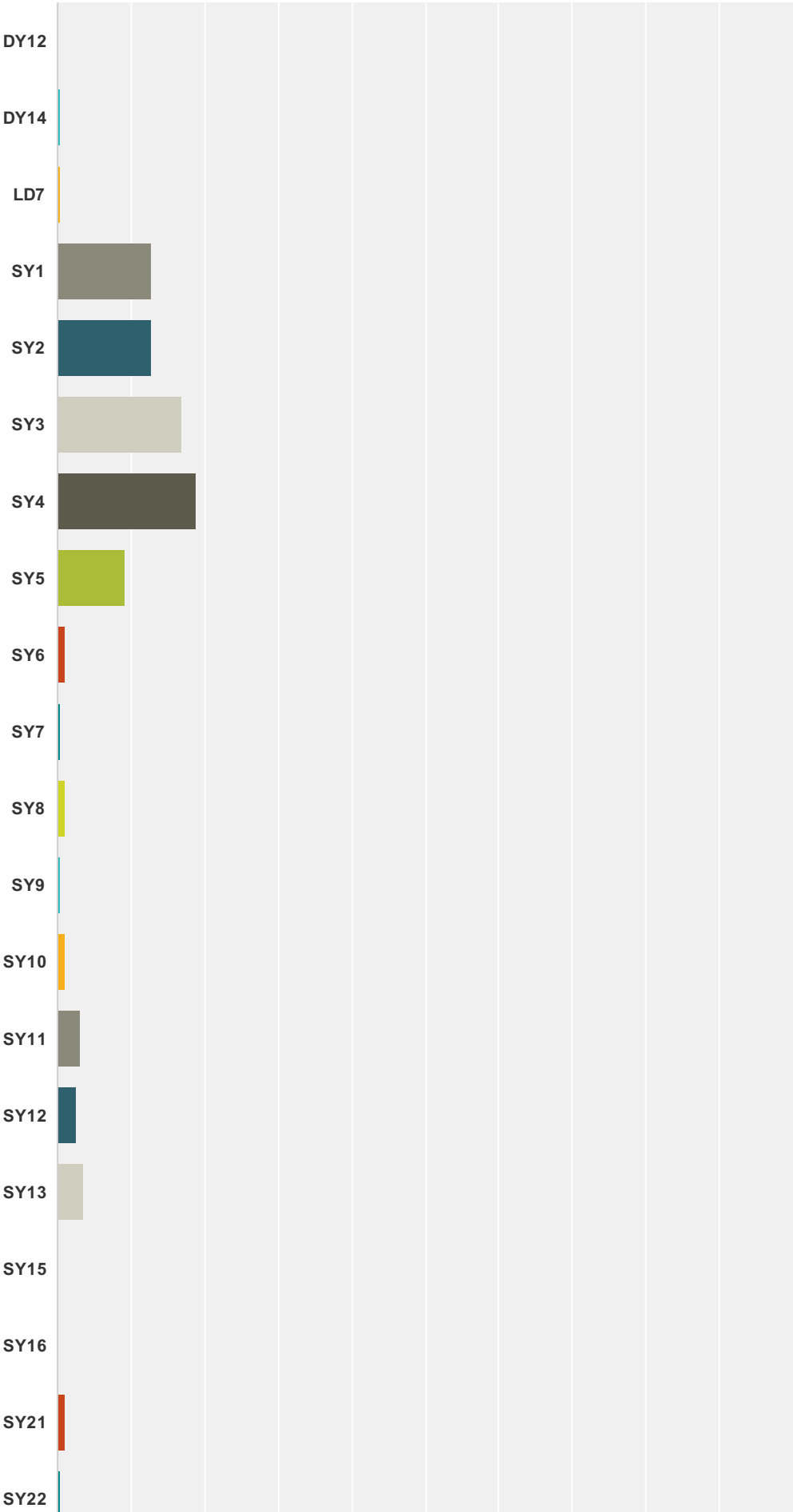
Answered: 196 Skipped: 0



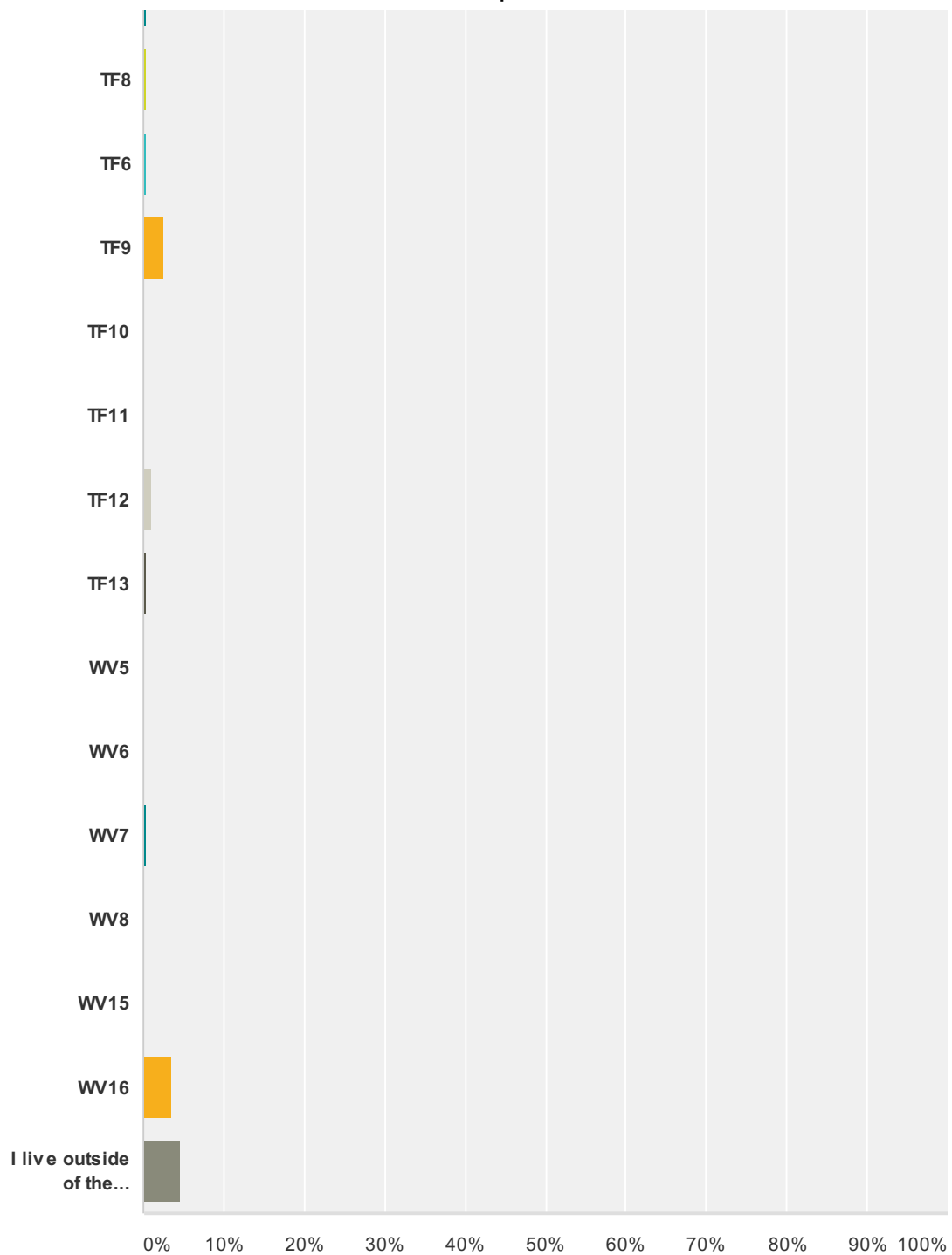
Answer Choices	Responses	
Male	35.71%	70
Female	63.78%	125
Prefer not to say	0.51%	1
Total		196

Q3 Please select the first part of your post code from the following list:

Answered: 196 Skipped: 0



511 Bus service - phase one



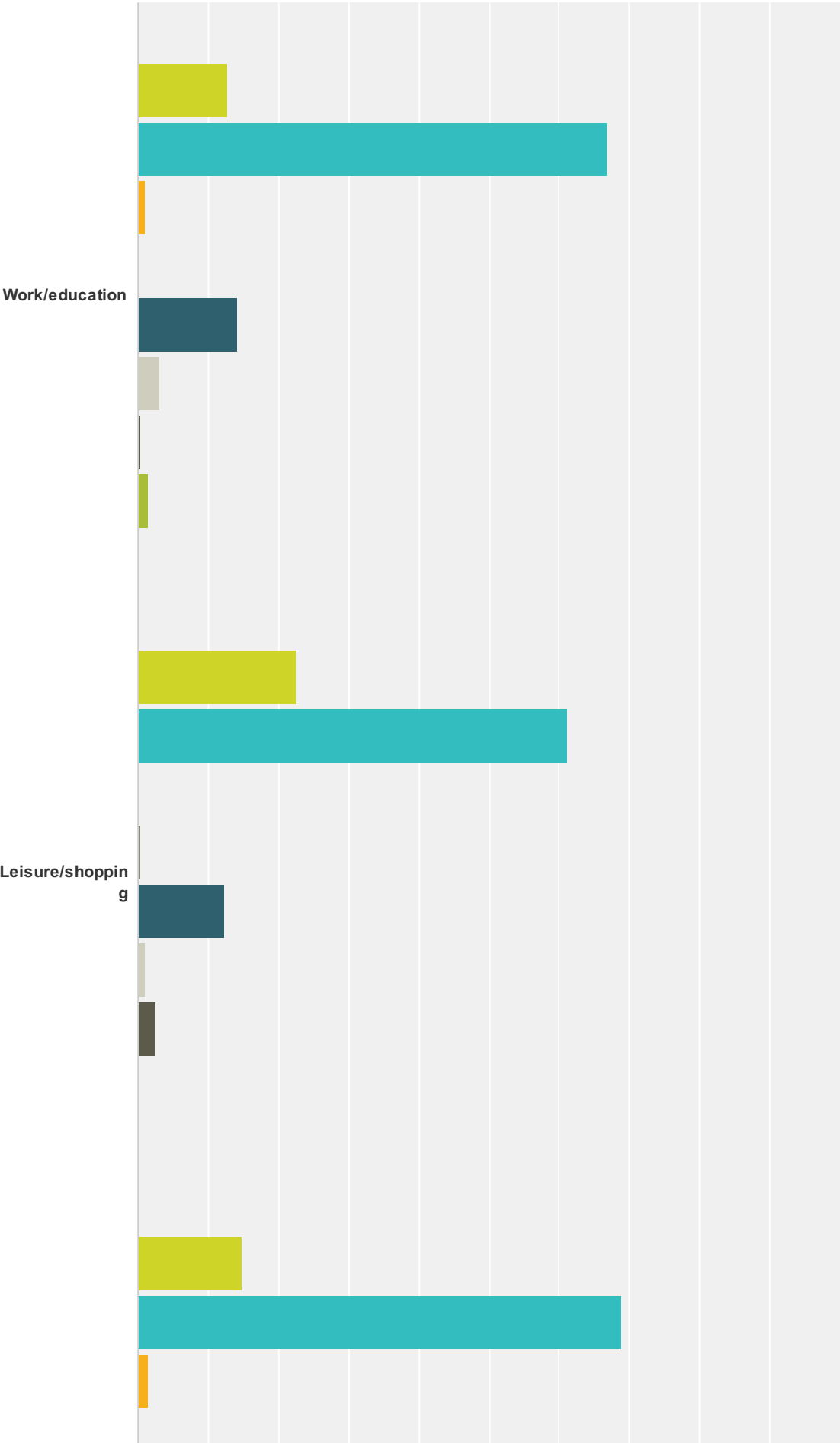
Answer Choices	Responses
DY12	0.00% 0
DY14	0.51% 1
LD7	0.51% 1
SY1	12.76% 25
SY2	12.76% 25
SY3	16.84% 33
SY4	18.88% 37
SY5	9.18% 18
SY6	1.02% 2

511 Bus service - phase one

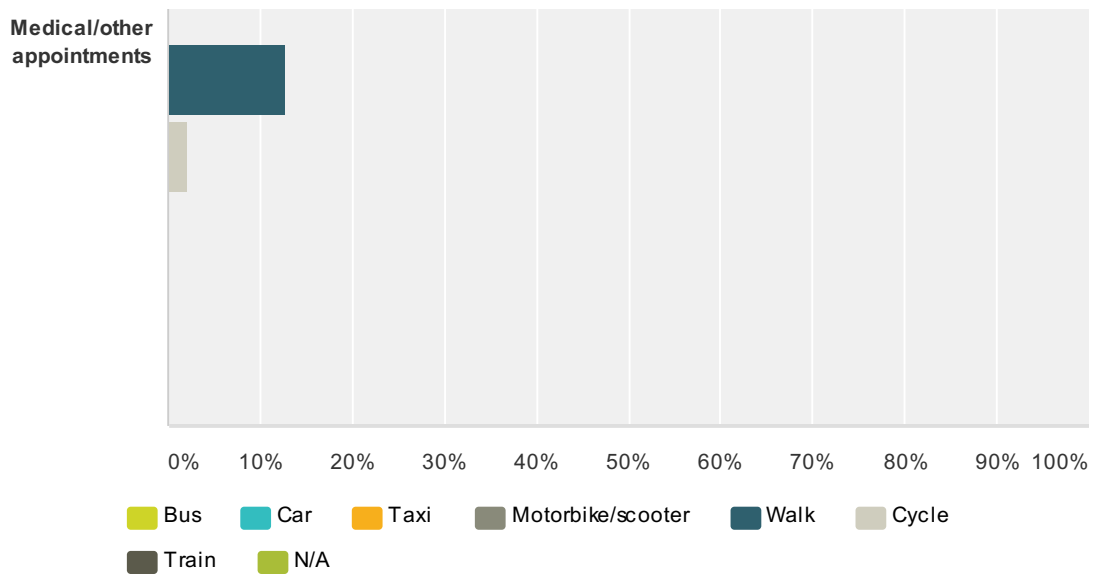
SY7	0.51%	1
SY8	1.02%	2
SY9	0.51%	1
SY10	1.02%	2
SY11	3.06%	6
SY12	2.55%	5
SY13	3.57%	7
SY15	0.00%	0
SY16	0.00%	0
SY21	1.02%	2
SY22	0.51%	1
TF8	0.51%	1
TF6	0.51%	1
TF9	2.55%	5
TF10	0.00%	0
TF11	0.00%	0
TF12	1.02%	2
TF13	0.51%	1
WV5	0.00%	0
WV6	0.00%	0
WV7	0.51%	1
WV8	0.00%	0
WV15	0.00%	0
WV16	3.57%	7
I live outside of the authority area	4.59%	9
Total		196

Q4 What is your normal mode of transport when travelling for the following activities:

Answered: 196 Skipped: 0



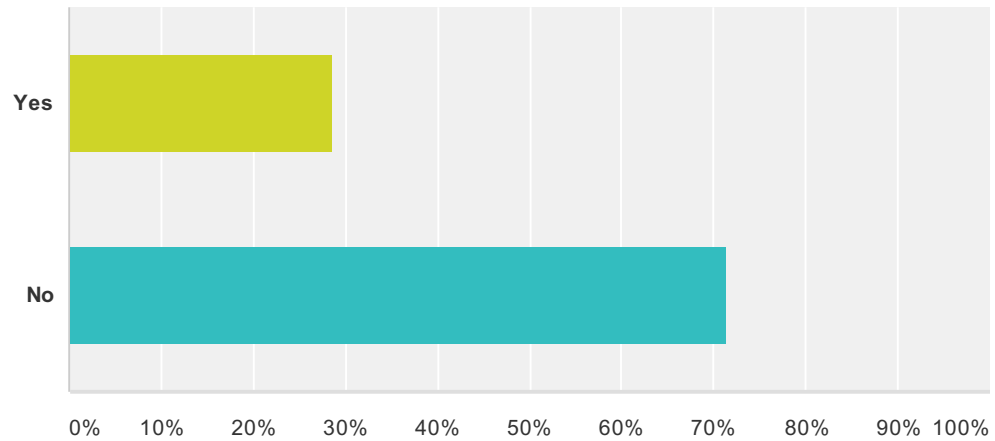
511 Bus service - phase one



	Bus	Car	Taxi	Motorbike/scooter	Walk	Cycle	Train	N/A	Total
Work/education	12.76% 25	66.84% 131	1.02% 2	0.00% 0	14.29% 28	3.06% 6	0.51% 1	1.53% 3	196
Leisure/shopping	22.45% 44	61.22% 120	0.00% 0	0.51% 1	12.24% 24	1.02% 2	2.55% 5	0.00% 0	196
Medical/other appointments	14.80% 29	68.88% 135	1.53% 3	0.00% 0	12.76% 25	2.04% 4	0.00% 0	0.00% 0	196

Q5 Did you select bus for any of the previous 3 questions?

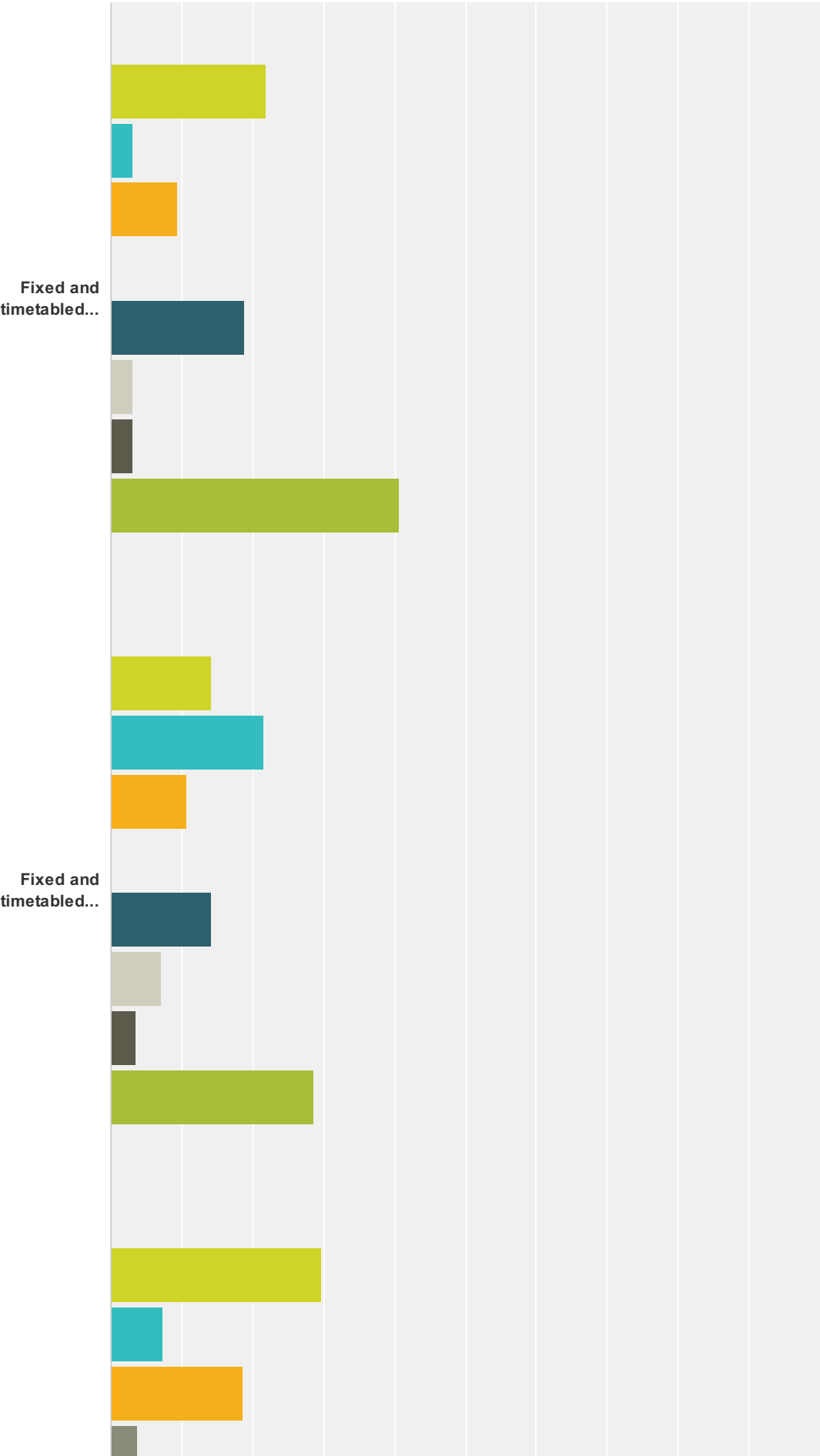
Answered: 196 Skipped: 0



Answer Choices	Responses	
Yes	28.57%	56
No	71.43%	140
Total		196

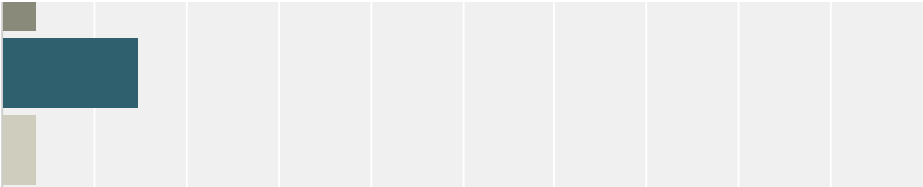
Q6 How often do you use the following bus service types in Shropshire?

Answered: 40 Skipped: 156

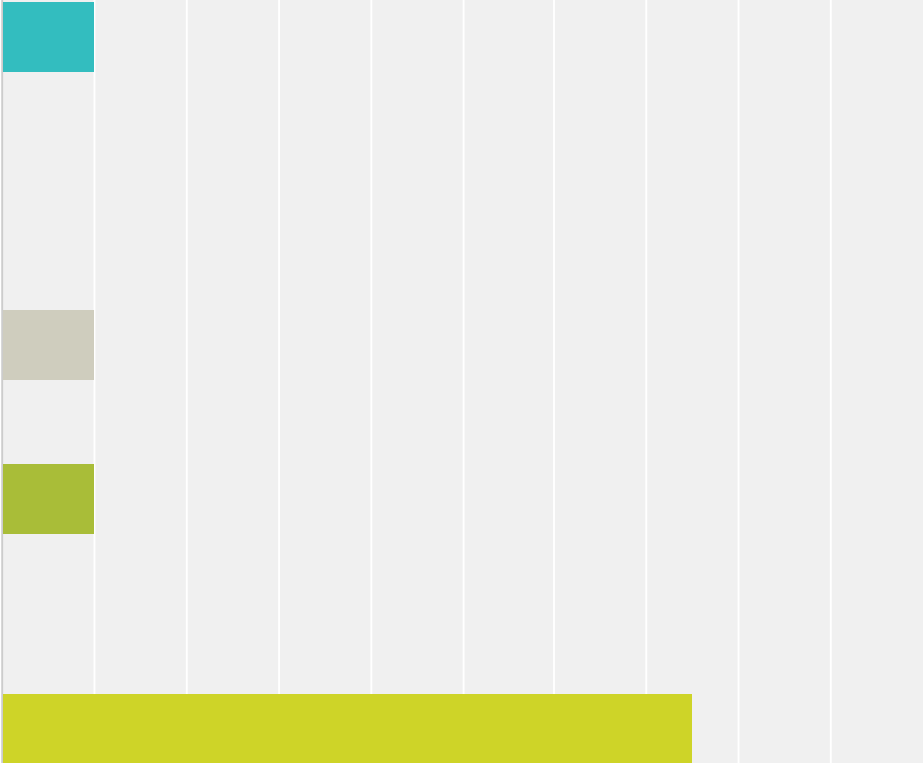


511 Bus service - phase one

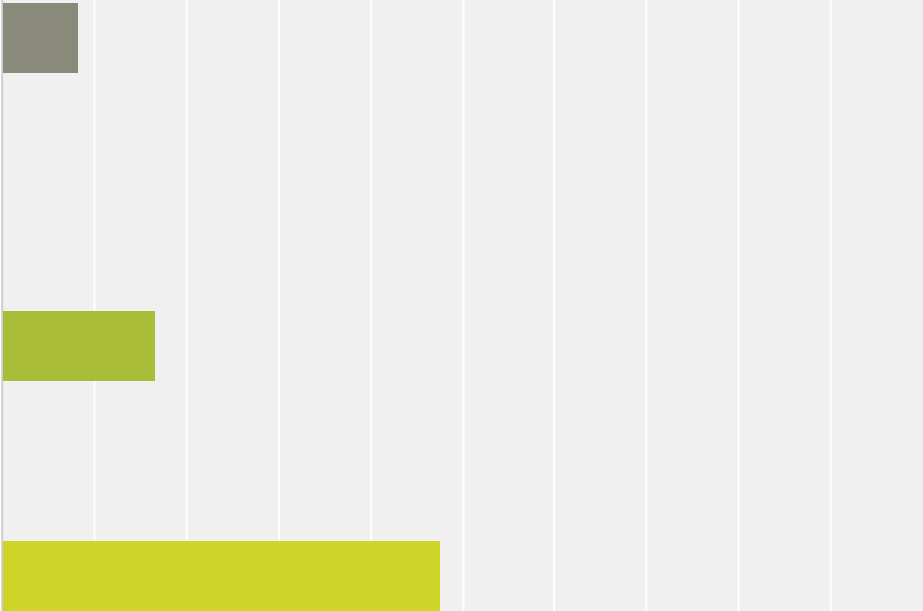
Fixed and
timetabled...



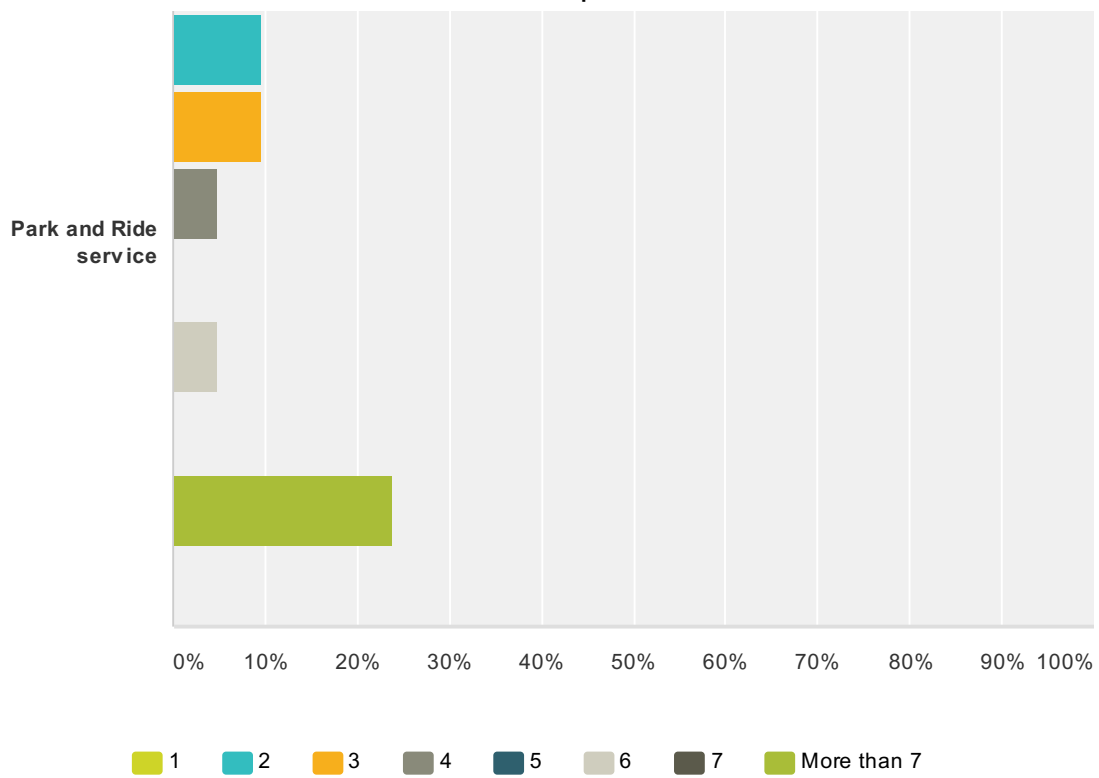
Pre booked
flexible bus...



Community
Transport or...



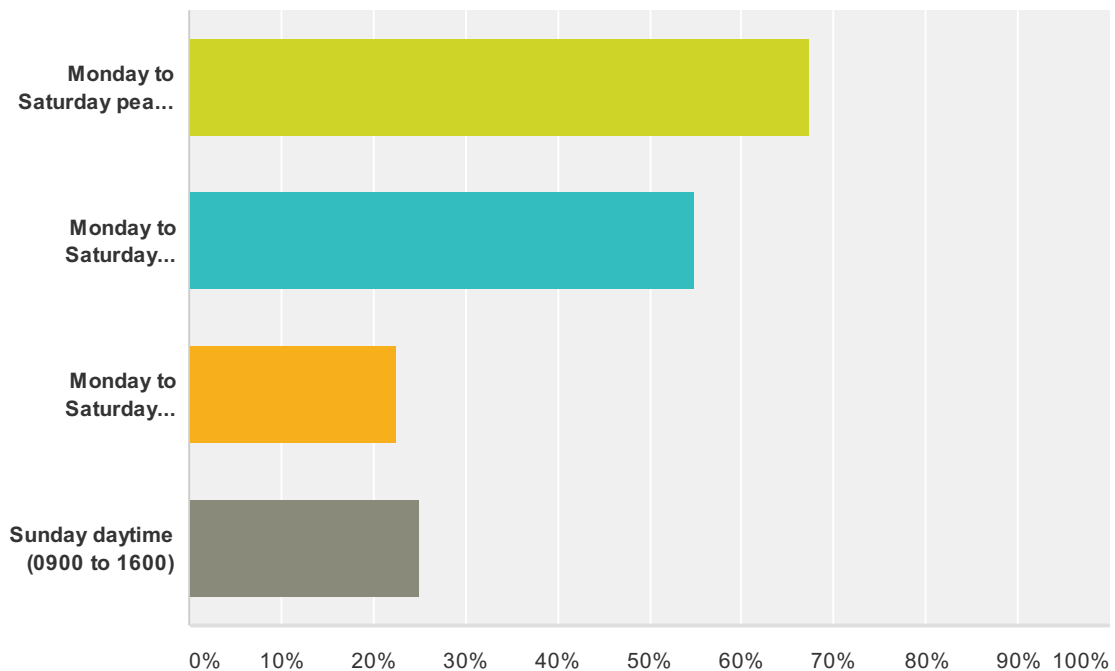
511 Bus service - phase one



	1	2	3	4	5	6	7	More than 7	Total
Fixed and timetabled service (a town service)	21.88% 7	3.13% 1	9.38% 3	0.00% 0	18.75% 6	3.13% 1	3.13% 1	40.63% 13	32
Fixed and timetabled service (to travel between towns)	14.29% 4	21.43% 6	10.71% 3	0.00% 0	14.29% 4	7.14% 2	3.57% 1	28.57% 8	28
Fixed and timetabled service (into a town from a rural area)	29.63% 8	7.41% 2	18.52% 5	3.70% 1	14.81% 4	3.70% 1	0.00% 0	22.22% 6	27
Pre booked flexible bus service	70.00% 7	10.00% 1	0.00% 0	0.00% 0	0.00% 0	10.00% 1	0.00% 0	10.00% 1	10
Community Transport or Dial a Ride service	75.00% 9	0.00% 0	0.00% 0	8.33% 1	0.00% 0	0.00% 0	0.00% 0	16.67% 2	12
Park and Ride service	47.62% 10	9.52% 2	9.52% 2	4.76% 1	0.00% 0	4.76% 1	0.00% 0	23.81% 5	21

Q7 What sort of time do you normally travel? (select all that apply)

Answered: 40 Skipped: 156

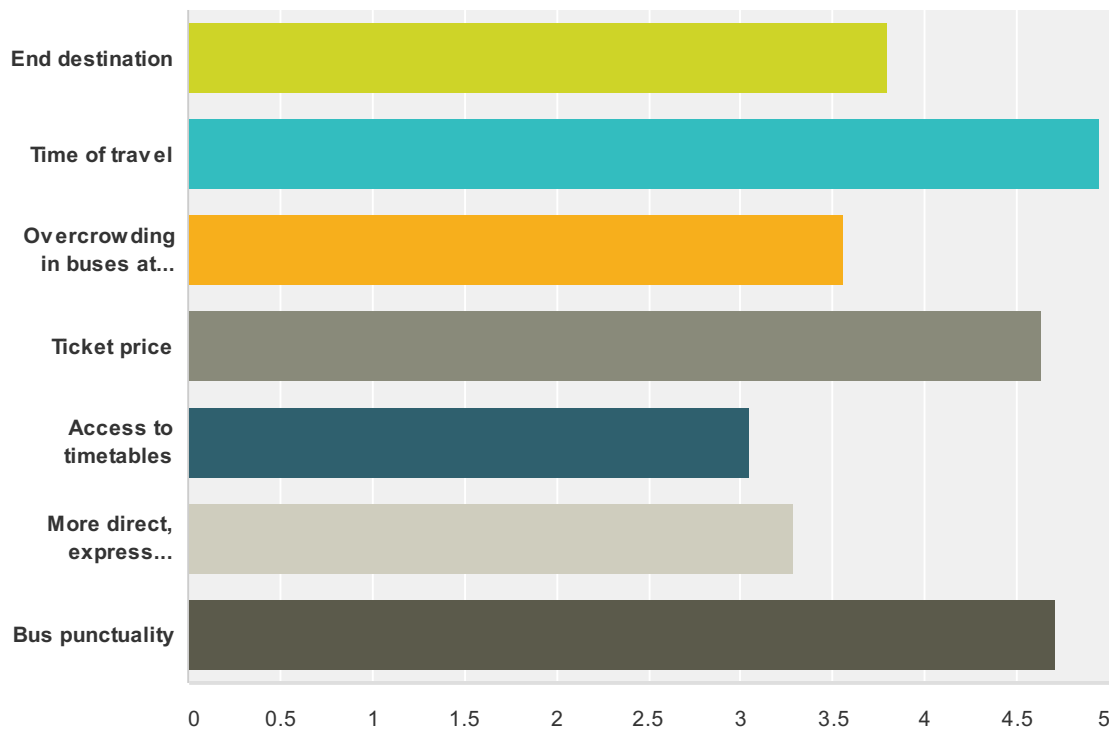


Answer Choices	Responses	
Monday to Saturday peak times (0630 to 0930 and 1500 to 1830)	67.50%	27
Monday to Saturday daytime (0930 to 1500)	55.00%	22
Monday to Saturday evenings (1830 to 2300)	22.50%	9
Sunday daytime (0900 to 1600)	25.00%	10
Total Respondents: 40		

#	Other (please specify)	Date
1	no bus service on 511 on a Sunday	6/12/2014 7:12 AM
2	weekends and for events ie country show	6/11/2014 2:57 PM

Q8 Please rank the following areas where you would most like to see improvements to bus services. (1 being the most important, 7 the least important).

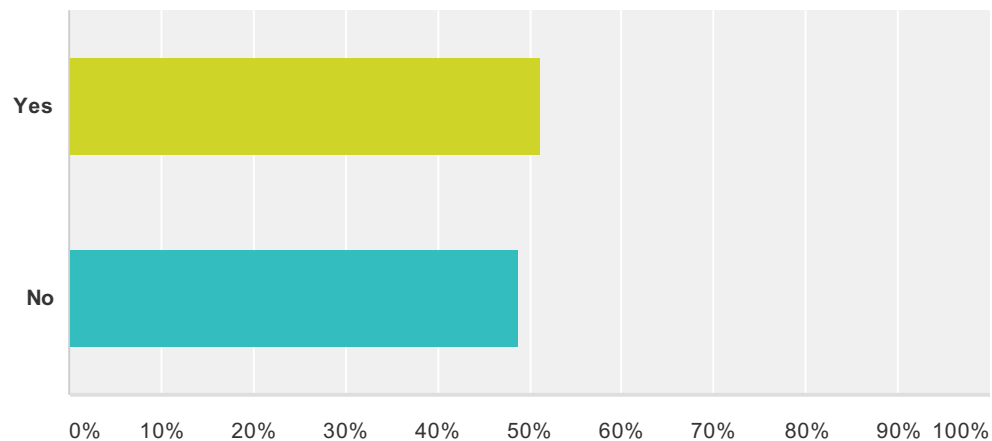
Answered: 41 Skipped: 155



	1	2	3	4	5	6	7	Total	Average Ranking
End destination	12.20% 5	17.07% 7	7.32% 3	19.51% 8	12.20% 5	9.76% 4	21.95% 9	41	3.80
Time of travel	12.20% 5	31.71% 13	26.83% 11	12.20% 5	2.44% 1	14.63% 6	0.00% 0	41	4.95
Overcrowding in buses at peak times	7.32% 3	2.44% 1	21.95% 9	21.95% 9	19.51% 8	7.32% 3	19.51% 8	41	3.56
Ticket price	24.39% 10	17.07% 7	12.20% 5	17.07% 7	12.20% 5	7.32% 3	9.76% 4	41	4.63
Access to timetables	0.00% 0	9.76% 4	7.32% 3	12.20% 5	29.27% 12	31.71% 13	9.76% 4	41	3.05
More direct, express services	12.20% 5	7.32% 3	7.32% 3	9.76% 4	17.07% 7	26.83% 11	19.51% 8	41	3.29
Bus punctuality	31.71% 13	14.63% 6	17.07% 7	7.32% 3	7.32% 3	2.44% 1	19.51% 8	41	4.71

Q9 Would you like to make any other comments about the bus service?

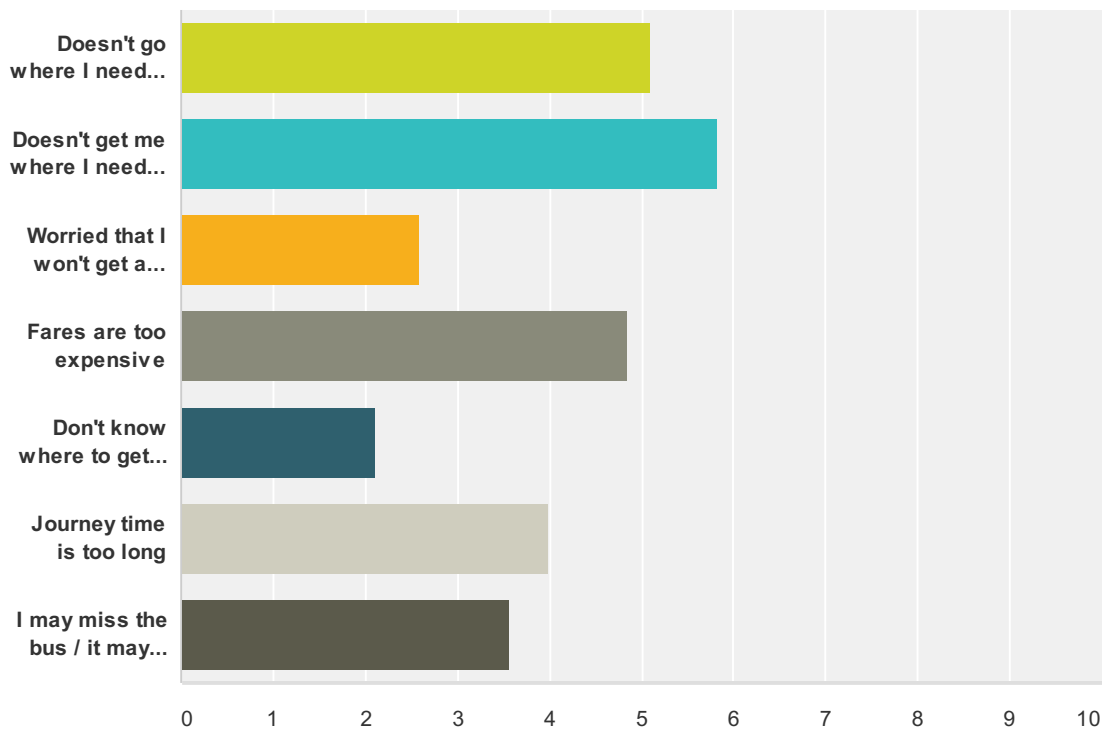
Answered: 41 Skipped: 155



Answer Choices	Responses
Yes	51.22%21
No	48.78%20
Total	41

Q10 Please rank the reasons below in relation to why you don't use bus services. (1 being the main reason, 7 the least important).

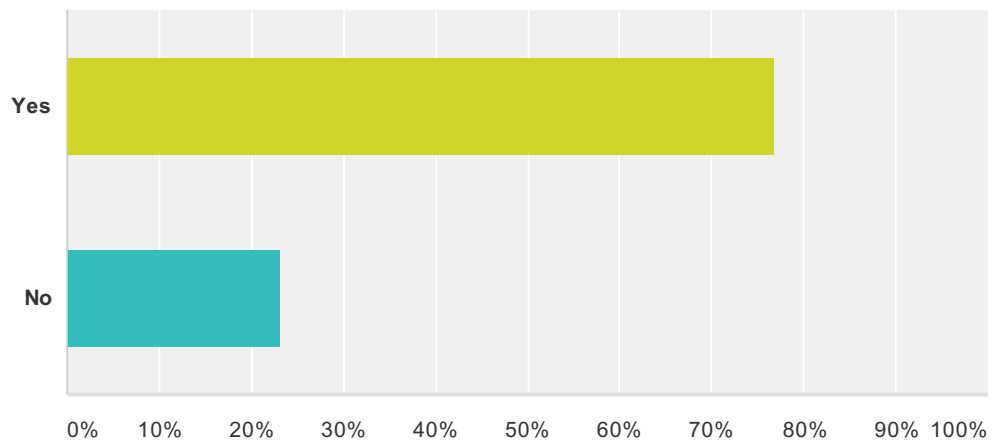
Answered: 114 Skipped: 82



	1	2	3	4	5	6	7	Total	Average Ranking
Doesn't go where I need to go	21.93% 25	27.19% 31	18.42% 21	15.79% 18	6.14% 7	7.89% 9	2.63% 3	114	5.09
Doesn't get me where I need to be when I need to be there	31.58% 36	36.84% 42	20.18% 23	7.02% 8	2.63% 3	0.88% 1	0.88% 1	114	5.82
Worried that I won't get a seat/bus will be crowded	2.63% 3	3.51% 4	9.65% 11	10.53% 12	14.91% 17	25.44% 29	33.33% 38	114	2.59
Fares are too expensive	30.70% 35	4.39% 5	17.54% 20	24.56% 28	13.16% 15	7.89% 9	1.75% 2	114	4.84
Don't know where to get timetable information	1.75% 2	0.88% 1	2.63% 3	5.26% 6	21.05% 24	28.07% 32	40.35% 46	114	2.11
Journey time is too long	7.89% 9	15.79% 18	16.67% 19	18.42% 21	15.79% 18	19.30% 22	6.14% 7	114	3.99
I may miss the bus / it may be late	3.51% 4	11.40% 13	14.91% 17	18.42% 21	26.32% 30	10.53% 12	14.91% 17	114	3.56

Q11 If your top 3 reasons for not using the bus service were resolved, would you consider using it?

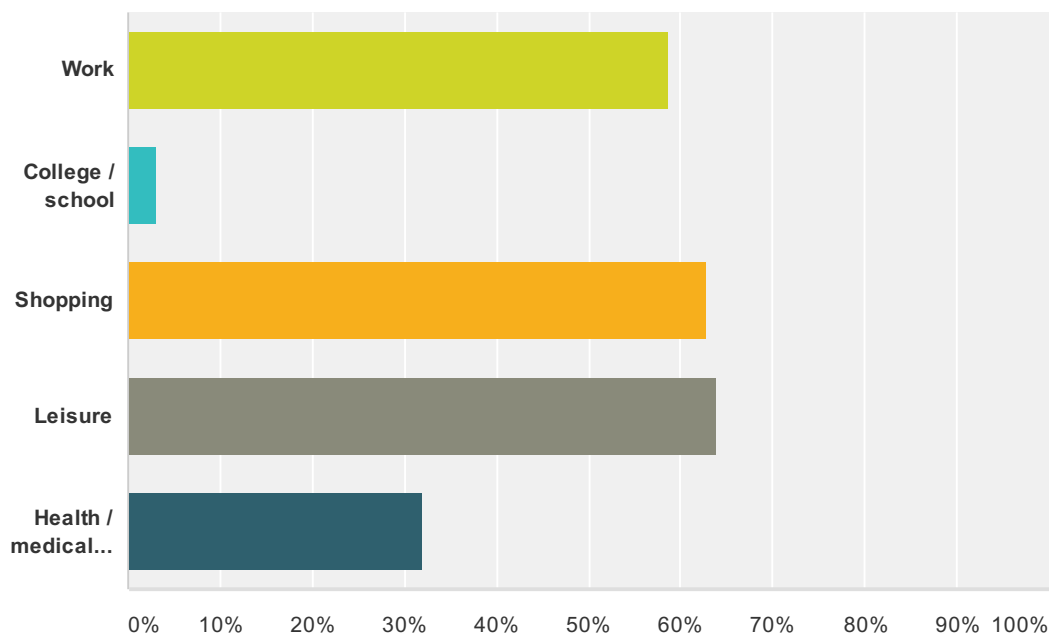
Answered: 112 Skipped: 84



Answer Choices	Responses	
Yes	76.79%	86
No	23.21%	26
Total		112

Q12 What journeys might you use it for?

Answered: 97 Skipped: 99



Answer Choices	Responses
Work	58.76% 57
College / school	3.09% 3
Shopping	62.89% 61
Leisure	63.92% 62
Health / medical appointments	31.96% 31
Total Respondents: 97	

#	Other (please specify)	Date
1	visiting family/friends, social events	6/6/2014 2:33 AM
2	Playgroup	6/5/2014 8:09 AM
3	By shopping I mean trips into Shrewsbury town center, rather than food / supermarket shopping	6/3/2014 4:51 AM

Q13 Use the space below to make any other comments.

Answered: 67 Skipped: 129

#	Responses	Date
1	The 511 timetable was sent to tender still with the garage journeys put in to suit Arriva even though the depot had moved. The quality of staff involved in the preparation of such stuff is clearly not up to much. Perhaps a review of there competency may bring bigger savings ?	6/13/2014 9:22 AM
2	Buses dont run frequent enough and take me an hour to get to shrewsbury whereas driving takes only 20 minutes. Also bus station is far from my house. Train is more convenient.	6/13/2014 7:41 AM
3	Many bus services in and around Shrewsbury are not reliable, some do not turn up and many are late. Travelling from one side of town to another requires a change of bus and makes journey times far too long.	6/12/2014 12:17 AM
4	would be good to link family friendly transport, park and ride principle and shrewsbury events ie football & show grounds and quarry. I am put off from using them as they are not always on for key events, not well communicated and when used for the flower show was too crowded and uncomfortable with children. Gap in the market...	6/11/2014 3:01 PM
5	I don't use the bus because I prefer to cycle everywhere I possibly can. I cycle because it is environmentally friendly, gives me independence and flexibility, its cheap and it gives me exercise. I have lived in Shrewsbury for 15 years and only caught the bus once, about 10 years ago. The driver didn't know which bus stop I wanted to get off at with the result that I paid more than I should have done and I still had to walk a fair way at both ends, carrying my heavy shopping. Now, the thought of catching the bus in Shrewsbury worries me as I'm not confident that it would get me to where I wanted to be when I wanted. I do use buses in London where there is a rolling display that tells you what the next stop is etc so if I knew the buses in Shropshire had this it might help.	6/11/2014 7:57 AM
6	I do use the park and ride quite frequently as this is quite cheap, especially with a group ticket and it's very frequent. The normal bus however is more expensive for me and my family than paying for car parks in town.	6/11/2014 4:29 AM
7	I don't feel safe on the bus.	6/11/2014 3:12 AM
8	Too expensive, arrogant bus drivers (both on the road as drivers and attitude towards passengers). Took my young children on the bus as a treat as using the bus is not something we normally do. Won't be doing it again anytime soon due to high costs and arrogant drivers !!!!! Prices need to be reduced and drivers could do with some customer relations training (or if they have already had the training maybe monitor their activities a bit more).	6/11/2014 2:43 AM
9	I did use the bus regularly however the price soared and the short journey became far cheaper by car.	6/11/2014 2:07 AM
10	511 is always crowded, hard to get a seat, no space to store pushchairs. Not a pleasant experience	6/11/2014 1:22 AM
11	It is far cheaper, and much more convenient, to drive into Shrewsbury and park rather than get the bus	6/11/2014 12:51 AM
12	Public buses on Sundays and later in the evening year round is a necessity for those of us without our own transport, especially to take the option seriously at popular times of the week when other services become an option.	6/10/2014 9:16 AM
13	Regarding the bus route Whitchurch to Shrewsbury via Wem, now that the train service for Wem has been cut the bus is even more important. Not everyone drives!	6/10/2014 8:25 AM
14	The buses are unreliable and don't turn up on time. This is because there is too much traffic going through town. Buses need to be more reliable and cheaper and more frequent to encourage people to use them and cut down on traffic.	6/10/2014 7:34 AM

511 Bus service - phase one

15	I sometimes use the bus once a week to take my son swimming in the town centre but on these occasions only make a single journey which costs us £3.40, a return would be £6.80, most of the time I simply avoid the bus because due to our low income it is just not affordable which is a shame as we live opposite a stop for the no.26 in Meole village, also there are occasions when this bus just does not turn up. It must be nice to be over 60 and to be given a bus pass regardless of whether you need or use one, in these instances I wonder how much it costs to fund bus passes that aren't required.	6/10/2014 7:07 AM
16	I use several of the bus operators in Shropshire and apart from punctuality being my personal top priority, cleanliness of the buses is another. Diamond and R&B are the dirtiest buses I ever have to travel on (so are some of their drivers) and Arriva buses are the second dirtiest. The cleanest buses are Minsterley Motors.	6/10/2014 6:37 AM
17	The service is not regular enough to be properly useful - no good travelling out by bus if you can't get home - it should have more at peak to work and home from work times	6/9/2014 8:17 AM
18	When you have children to take to nursery on your way to work, using a bus is not practical.	6/9/2014 7:58 AM
19	Question 6 doesn't work. Despite choosing number 2 as my priority 1 and number 1 as my priority 2 etc it self populates 1-7 automatically. Have reported this once already. There is one bus service a day where I live at 7.40am going one way absolutely useless when you live in the country. Whilst I could use this to get into the town centre I would need to catch another bus to work and there are no buses at all to get him home apart from the 7.30am one which passes and turns round before it would pick me up at 7.40am. One way is no use to anyone!	6/9/2014 4:52 AM
20	invaluable. if there was no bus i'd be workless and homeless	6/9/2014 4:08 AM
21	If the service ran later we would use it for getting in to town when we go out in the evening and get a taxi home	6/9/2014 12:02 AM
22	I used to get the bus a lot but I found bus drivers to be the most miserable, belligerent of the general public, and unwilling to help people I have ever encountered. They never had change first thing in the morning and so it became my problem as I wouldn't be let on without exact fare, they run a money based service they could of sorted some change out. The bus station is vile and cold. And the scrapping of a return fare forcing you to pay for two singles is a big two fingers up from Arriva to the paying public. I ended up walking the mile and a half to and from work as I refused to give them any money for such an awful service. No one on a bus looks happy.	6/8/2014 11:37 PM
23	None of the bus stops that I use ever have any timetabling or information, the bus regularly (i.e. every day!) turns up ten minutes late and I have been late for college and work before due to the multiple buses turning up regularly Not in service	6/6/2014 11:34 AM
24	Very poor communication when waiting for a bus, especially when they are late. Poor attitude of bus drivers to people with disabilities, no information if a bus is late or whether you have missed it, bus stations rarely have up to date time table information and journey times take far too long.	6/6/2014 5:03 AM
25	Even though I live in a village adjacent to the A49 the bus service we have would get me to town but does not return along the same road so I would have a mile and a half walk (one mile along the main A49) to get back home - using the bus for any purpose is just not worth considering.	6/6/2014 2:53 AM
26	...i cannot get a Shrewsbury bus that gets me into Shrewsbury to start work at 8:00... ...the journey time is pretty good and drivers are friendly... ...went to catch the bus the other day and the bus passed my house/stop 4 minutes early so ended up using the car...	6/6/2014 2:36 AM
27	the bus services that i take every day are very overpriced compared to other cities. Paying £2 each journey is very expensive compared to the limited and often late or missing service that we receive.	6/6/2014 1:37 AM
28	Bus drivers seriously need to improve on their customer service. I use buses on a regular basis & majority of drivers are miserable & very rude. Previously I've had issue with drivers not having any change & because unable to change my £5 note, refused me travel! Poor service Arriva!!! Also, Shrewsbury bus station is an appalling place, dirty & intimidating. Bus drivers are often seen smoking at bus station & flirting with teenage female travellers. Very inappropriate!	6/5/2014 11:24 PM
29	My main reason for not using the bus is that I have 2 small children in a big double pushchair which might not fit on the bus. Also, I carry a lot of stuff with me that is much easier to put in the car boot than lug on the bus. Finally, I like to use the car in case of an emergency with the children so I can get to where I need to go when I need to go. I think when my children are older, I would be more likely to use the bus.	6/5/2014 8:09 AM

511 Bus service - phase one

30	The ranking didn't allow me to change it into the order I wanted it to be! Buses finish too early. They don't go where I want them to, nor when. Train service is much better covering Prees as this carries on later into the evening giving more scope for it to be used for work and leisure. However the train service is expensive.	6/5/2014 7:44 AM
31	My son does use this bus service on a weekly basis to get to and from Shrewsbury. The only criticism is that the bus is not always on time and doesn't always stop at the bus stop (Summerfield Road, Wem). My other son uses this service on a frequent basis to get to work in Press.	6/5/2014 7:12 AM
32	As I am already paying intrinsic overheads to run a car, so I'm going to use it, rather than leave it behind and pay for the bus as well.....! People living in rural areas, such as myself who need to work at various locations cannot function without a car. My employer demands that I have a car available for work.	6/5/2014 7:05 AM
33	Poor service provision at present and infrequent. Only goes between Kiddeminster and Ludlow. Would be interested if went to Worcester and/or Bridgnorth	6/5/2014 6:43 AM
34	"I may the bus/it may be late" in top section doesn't make sense	6/5/2014 6:04 AM
35	My buses 553/552 do not run on Sundays and it stops me from working that day and getting about.	6/5/2014 5:47 AM
36	I would not use the bus but think the 511 service is important to the growing village of Hadnall. I live in the next village and know that people walk to get the bus at Hadnall as well as Upper Astley.	6/5/2014 4:57 AM
37	I use Minsterly Motors to travel to Ludlow Monday to Friday for the purpose of work. I am aware that the Bishops Castle service run by the same company offer weekly passes and yet this is not available on the 435 service. Some time back, they took away the option to purchase a return and increased the fare for a single; what once cost me around £4 per day, now costs me £6 per day- that's a £44 increase for a months travel. If I had more frequent access to a car, it would cost me less to run the car- I thought the council wanted people to make use of public transport?! Why should we when it's costing more than it would to use our own vehicles?! My other concern is that should the fare increase further (which it inevitably will), then it would be entirely unaffordable.	6/5/2014 4:12 AM
38	Public transport in Shropshire is absolute rubbish. There isnt any option but to use a car. The county isnt in anyway a 'green' place to live in terms of transport. The services and fequency of buses everywhere apart from Shrewsbury town are too infrequent and dont operate at the the right times especially in the evenings and at weekends	6/5/2014 2:26 AM
39	later buses in the evening for the workers to get home. More frequent buses for the workers. I could get a job in shrewsbury if we had a later bus service. (I am just hoping my job in Wem continues)	6/5/2014 1:24 AM
40	I used to use the 511 Bus Service between Wem and Shrewsbury every day to go to work, however, since changing jobs to not working in the town centre I had to have access to a car. The timetable of this service was prohibitive to onward travel to other areas of Shrewsbury (eg the Business Park), as was the length of the journey, for arriving at work at the required time of 8.45am.	6/5/2014 1:14 AM
41	There are no evening or Sunday buses to enable access in or out of Bridgnorth. If you don't drive you are stranded on evenings, weekends, Bank holidays and Sundays too. This is not acceptable in 21st century. Not everyone works 9am - 5pm Mon - Friday.	6/5/2014 1:05 AM
42	Live close to bus station and all joumeys I would make usually require changing buses there, by the time I've walked to the bus station (it's not far enough to justify the time spent waiting for the bus or the cost), I may as well walk the rest of the way!	6/5/2014 12:59 AM
43	I would like to use public transportad for others to use public transport to reduce number of vehicles on the road andfor envronmental reasons. Unfortunately, the bus service in my area will not enable me to get to work and do the school run. I have been impressed by the Park & Ride service, though.	6/4/2014 9:17 AM
44	I like to walk everywhere I go if I can so don't use the bus service. If I need to be somewhere quickly or at a certain time I use a taxi.	6/4/2014 8:55 AM
45	Current Bishops Castle service is inadequate. There's a need for a later bus returing from BC to Shrewsbury at a later time than 3.40pm.	6/4/2014 8:55 AM
46	i live sundome but would like to see a bus to go from town to grange ,sundome then monkmoor and back to town and the opposite way around even if it was only a couple of times a day or even a route to sundome up sundome road and back down whitchurch road or up whitchurch road and across to the grange and visa versa	6/4/2014 8:42 AM

511 Bus service - phase one

47	I live within walking distance of the town centre which is where I work, shop and have my doctors. I sometimes use the bus during my working day and although I find the timetables easy to find they can sometimes be confusing - I once got on the wrong bus because two routes have the same number. It would be helpful if all stops were listed, and more/clearer maps of the routes would be helpful as often I am travelling to parts of Shrewsbury I'm not familiar with.	6/4/2014 8:42 AM
48	The frequency of bus service should be improved which if incorporated with a more direct destination, should improve services without necessarily increasing costs. Rural bus services are an important part of rural life especially where children have after school activities and cannot get home any other way. Regarding the 511 route, a north shropshire circular would be great. A comparison between Whitchurch to Shrewsbury travellers and local area travellers would give a valuable insight as to cost effectiveness.	6/4/2014 7:28 AM
49	Bus service from Much Wenlock is good, could run a bit later at weekends	6/4/2014 6:06 AM
50	A lot of the links from rural places into towns do not operate early/late enough for people to use them for work or college.	6/4/2014 5:50 AM
51	Big problem with communication between the public who use the bus services and the bus companies. For example route changes due to roadworks, theres been no obvious signs on the bus that the route/times will be changing soon. Needs to be advertised better, updated quicker on the websites.	6/4/2014 5:16 AM
52	I travel frequently between Shrewsbury and Telford using the X5 Service. I would like for the service to leave Telford a bit earlier as not everyone starts work at 09:00. It tends to be late therefore making me late for work. I understand that there are a lot of traffic works at the moment. But it is usually late even without traffic. It would be wonderful for it to leave Telford 10-15 minutes earlier.	6/4/2014 4:57 AM
53	ok on a49 but anywhere else does not have enough options..	6/4/2014 4:54 AM
54	At present I use the train to travel to Shrewsbury as the timetable is much more in keeping with my requirements and the journey time is much shorter. The day to day shopping I do in Wem where I can walk and so do not use public transport within the town.	6/4/2014 4:47 AM
55	I would support a bus service if one was available	6/4/2014 4:41 AM
56	Some of the bus drivers are very rude to younger passengers unfairly so. Treating all with the same attitude it seems. I have also experienced buses leaving earlier than timetabled or not arriving at all on numerous occasions. I live in a very rural area having to walk 1.5 miles to the bus stop. it is very frustrating and is dangerous to be left stranded on a rural road .	6/4/2014 3:56 AM
57	I've tried to use the buses previously and got very frustrated with them never turning up on time also some routes mean catching two buses (one into town then one out of town) to get to my destination - SCAT. It's cheaper, quicker and more reliable to use a taxi.	6/4/2014 3:19 AM
58	My bus service in Ford is very limited - goes every 2 hours, 8am, 10am, 1pm, 4pm & half 5 then ends. I don't use it for working at Shirehall - long walk from the bus station. I tend to use it more if I'm going out at night although the last bus in to Shrewsbury is half 5 which isn't ideal.	6/4/2014 2:59 AM
59	Could you subsidise taxis instead? busses only seem to work in major cities.	6/4/2014 2:44 AM
60	I am not aware that there is a bus service within a reasonable walking distance of my residence	6/4/2014 2:38 AM
61	The people at my local bus stop get called "bus w*nker" by passers-by. It's not very nice, I wouldn't like that.	6/4/2014 2:25 AM
62	An earlier start time for the 511 to shrewsbury means I would be able to use it for work. More frequent buses during rush hours would also make a difference.	6/3/2014 9:28 AM
63	Work would be difficult as appts are close together - waiting and journey time are an issue. Not enough hours in the day.	6/3/2014 6:55 AM
64	I live 3.5 miles from Shrewsbury town centre. In the past 4 years I have used the bus twice, once when I was going into town on a Saturday afternoon to meet some friends for a drink (and therefore wasn't able to drive), and most recently when my wife and I set out on a random walk one Saturday with the children in the pushchair and ended up in town. On both occasions I walked into town, but took the bus back home. Interestingly in the case of my wife and I travelling home on the bus, the cost was only fractionally less than if we had taken a taxi (the only reason we didn't is because we didn't have our children's car seat. For the cost, a taxi would have been a lot quicker, more flexible, more personal, and more comfortable.	6/3/2014 4:51 AM
65	There is a bus that goes through our village, but I need to drop my children off at school first and then go on to work, the bus times do not allow me to do this	6/3/2014 4:50 AM

511 Bus service - phase one

66	My main reason for not getting the bus places is that I often go to places I haven't been before and don't feel confident I would know where to get off the bus so could miss my stop.	6/3/2014 4:43 AM
67	I live about half a mile from the town centre so nearly always make a point of walking in. Am also trying to walk to work.	6/3/2014 4:40 AM