

# Public Bus Network Survey: Malmesbury and Surrounding Towns

## NON USERS OF PUBLIC TRANSPORT

In the coming months, the public bus contracts for the local area will be up for consideration by Wiltshire Council. Malmesbury Climate Action Network (MCAN) want to be in a position to be able to put forward suggestions to make the current network better, when these contracts are considered. We are asking for feedback from both users and non-users of public transport from citizens of Malmesbury AND surrounding villages and parishes. The data collected here will be stored and used in accordance with current GDPR legislation. We will only be using the information to shape our response to Wiltshire Council and once the report has been consolidated, your information will be deleted. If you have any further questions about the use of your data, please email us at [malmesburycan@outlook.com](mailto:malmesburycan@outlook.com) Please return your completed questionnaires to Malmesbury Tourist Information Centre. Thank you

**1. Where do you live? Please tell us your street name/close/cul-de-sac name or postcode. If you're not based in Malmesbury, please let us know what town/village you are from.**

**2. What are the main reasons that you don't use the bus network? (please tick as many as apply)**

- ☐ Perceived length of bus journeys
- ☐ Appropriateness of timetables for the journeys I need to make
- ☐ Perceived reliability of services (services running late or not showing up)
- ☐ Fears about the physical conditions of the buses
- ☐ Belief that fares are too high
- ☐ Perceived lack of direct/appropriate routes
- ☐ Concerns about the behaviour of other passengers
- ☐ Fears about personal safety
- ☐ Fears that the buses will be inaccessible (for participants with mobility issues)
- ☐ Lack of services to the locations I want to visit
- ☐ Lack of information about the services available
- ☐ Other:

**3. What changes could be made to the public bus service that would make you more likely to choose it as your primary choice of transport?**

4. How far approximately would you have to travel (in meters/miles or minutes) to get to the nearest bus stop?

5. Are there any locations that the bus network doesn't currently visit/stop, that you would like it to visit/stop?

**6. When would you like it make these stops/visits?**

**7. How often do you drive to the following...**

Mark only one oval per row.

[illegible]

## Public Bus Network Survey: Malmesbury and Surrounding Towns

### Public Transport Users

In the coming months, the public bus contracts for the local area will be up for consideration by Wiltshire Council. Malmesbury Climate Action Network (MCAN) want to be in a position to be able to put forward suggestions to make the current network better, when these contracts are considered. We are asking for feedback from both users and non-users of public transport from citizens of Malmesbury AND surrounding villages and parishes. The data collected here will be stored and used in accordance with current GDPR legislation. We will only be using the information to shape our response to Wiltshire Council and once the report has been consolidated, your information will be deleted. If you have any further questions about the use of your data, please email us at [malmesburycan@outlook.com](mailto:malmesburycan@outlook.com) Please return your completed questionnaires to Malmesbury Tourist Information Centre. Thank you

- 1. Where do you live? Please tell us your street name/close/cul-de-sac name or postcode. If you're not based in Malmesbury, please let us know what town/village you are from.**

2. How often do you/your family members who also reside at the address specified above, use the public bus network? (please circle one option)

Once a day      Multiple times a day      Once a week      Multiple times a week  
Once every two weeks      Once a month      Other: .....

- 3. When do you/your family members primarily use the public bus network? (please circle as many options that apply)**

Weekday daytime      Weekday evening      Weekend daytime  
Weekend evening

4. For what purpose do you/your family members primarily use the public bus network? (please circle as many options that apply)

Education	Employment	Food Shopping	Shopping (other)	Health
Care Facilities	Other: .....			

- 5. The following questions are about bus fares....**

Mark only one oval per row.

[illegible]

**6. The following questions are about bus timetables...**

*Mark only one oval per row.*

	Bus provider's website	Bus provider's mobile phone app	Printed paper timetable	Bus stop timetable	Other
How do you find information out about bus timetables?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you like to find information about bus timetables?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**7. Is your street/close/cul-de-sac serviced by a bus stop? (please circle one)**

Yes

No

Other: .....

**8. If not, how far approximately do you have to travel (in meters/miles or minutes) to get to the nearest bus stop?**

**9. Are there any locations that the bus network doesn't currently visit/stop, that you would like it to visit/stop?**

**10. When would you like it to make these stops/visits?**

**11. How "integrated" would you describe the public transport network as being? By that we mean how easy is it as a user to connect to services that take you onwards to different towns/transport modes such as train stations? (please circle one option)**

Well integrated

Mildly integrated

Not very Integrated

Other: .....

**12. What improvements could be made to make the services more integrated?**

**13. Are there any other improvements that could be made to the public bus service that would make you more likely to choose it as your primary choice of transport?**

**14. A disabled person is someone who has physical or mental impairment which has a substantial or long-term effect on their ability to carry out day to day activities. Would you or anyone who resides at the address above consider yourselves as having a disability? (please circle one)**

Yes                      No

**15. As a result of your disability, do you require any special adjustments in order to use the local bus network? (please circle one)**

Yes                      No

**16. If yes, are the current services fulfilling these requirements? (please circle one)**

Yes                      No                      Other: .....

**17. If no, would there be any other special adjustments that could be made that would make using the local public bus network easier?**

