

Next stop, better buses.

Share your feedback to help
shape the new bus plan in
the West of England.

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have your say



Survey ends 10 May

WEST | HELEN GODWIN
OF ENGLAND | MAYOR OF THE
WEST OF ENGLAND

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Bus engagement survey

We're looking to hear from people who use buses and those who don't.

We want to understand how people feel about the current bus services - what's working, what isn't - and what would make things better.

The engagement is open until Sunday 10 May but we will be accepting postal responses up until Friday 15 May 2026 (inclusive).

You can return your response free of charge, simply put the following on the envelope:

FREEPOST
West of England Combined
Authority.

Section 1 – About you

1. Your postcode

This helps us to understand whether you live in a town/city/village or rural area, and which is your local bus service.

2. How often do you travel by bus in the West of England?

(Bath & North East Somerset, Bristol, North Somerset and South Gloucestershire)

At least once a day

4-6 times a week

1-3 times a week

Monthly

Never

3. What is your age group?

Under 18

19-24

25-39

40-49

50-59

60-64

65-74

75-84

85+

Prefer not to say

Section 2 – Our ambition and what’s important to you

4. We have set out a series of ambitions for the future of the region’s bus network.

A network you can trust

You need to know that your bus will turn up when it should and be confident it will arrive at your destination when you expect it to. We will make sure each stop provides you with accurate information on the bus services so you can track buses, know where your bus is and how long you might have to wait.

A network which feels safe and accessible

People perceive safety differently and we want those who may feel more vulnerable, particularly women and girls, to feel safer and more confident travelling. Being safe and feeling safe when you are on move is hugely important, particularly if you are travelling in the dark or to unfamiliar locations.

A network that takes you where and when you need to go

We will extend the times the buses run and extend the network to reach more areas – particularly where there are new homes and employment opportunities. We will consider what is the most appropriate type of bus service of each area, be it fixed route, demand responsive transport (like WESTlink) or community transport to make our resources go further so that more of the region has access to bus services.

A network fit for the future

Building an aspirational bus network and increasing the number of electric buses will key to reducing the impacts of climate change. An attractive bus network also encourages people to leave their car at home. When we design our network and plan our bus services, we will take account of things we know are changing in the future.

A network that is affordable and offers good value for money

It shouldn’t matter which bus you get on, or where you are going – the price structure should be the same throughout the region. You should not be penalised by having to travel on more than one bus for your journey. Having a maximum daily price, or fare cap, for travel on all public transport modes is an area we will explore.

Do you agree with these ambitions for buses?

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree

4a. What do you think is missing from these ambitions?

5. What is the most important thing to fix first?

Please rank them 1-5 with 1 being the most important and 5 the least important.

Newer, cleaner buses

Clearer, simpler, easy to access and accurate information
(e.g. real time information at bus stops and a travel app)

Better bus stops and waiting areas

More reliable services

More frequent services

Affordable and simpler fares

6. When you travel by bus what matters most to you?

Please rank your top 3, with 1 being the most important.

Electric or zero-emission buses

Better on-bus facilities (e.g. Wi-Fi, charging points, air conditioning and on bus information)

Clear and accurate information at stops

Better journey planning apps and websites

Feeling safe at bus stops and on the bus

Being able to get a seat

Better information relating to disruptions or incidents on your journey

7. What changes to bus stops would help you the most?

Please rank your top 3, with 1 being the most important.

Shelters

Seating, space for wheelchairs and buggies

Clear and accurate information

Maps of bus routes and local area

Safety measures (e.g. better lighting, CCTV and raised kerbs for easier boarding)

Safe road crossings nearby

Environmentally friendly infrastructure
(e.g. solar panels and a living roof to encourage bees and insects)

8. What would make you use the bus more?

Please rank your top 3, with 1 being the most important.

- Reliable services that turn up as expected
- Faster journeys
- Better connections between buses
- More frequent services
- Later evening buses
- Earlier morning buses
- More Sunday buses
- Better connections with other modes of transport (e.g. scooters, bikes and park and ride)
- Better connections with Rail
- Feeling safer whilst on the bus

9. Would you be happy to walk or wheel a bit further to get a quicker and more reliable bus?

Yes	No	Not sure

9a. If no, why not?

Please select all that apply

- Mobility or accessibility difficulties make walking or wheeling further hard
- Safety concerns (e.g. traffic, personal security)
- Poor walking or wheeling environment (lighting, pavements, crossings)
- Time constraints or tight schedules
- Convenience of using the nearest stop
- Travelling with children, dependents, or heavy luggage
- Weather or seasonal conditions
- I don't believe the improved service would be worth the extra walk

10. If your journey was quicker and cost the same, would you be happy to change between buses?

Yes	No	Not sure

11. Travel to rural areas can be challenging and expensive, do you agree we should be considering other ways to achieve this?

Yes	No	Not sure
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12. What changes to tickets and prices would help you the most?

Please rank your top 3, with 1 being the most important.

Simple, easy-to-understand ticket options
Having one ticket which works on all buses
Discounts for under 16s
Discounts for 16–21-year-olds
Discounts for full time students of any age
Discounts for jobseekers
Discounts for carers
Discounts for people on the minimum wage

13. What changes do you think would help buses arrive on time more often?

Please rank your top 3, with 1 being the most important.

Adding more bus lanes and bus-only roads
Strictly enforcing bus lanes and parking rules
Removing roadside parking to help all traffic move more easily
Making traffic lights turn green when a bus approaches
Moving bus stops into the road so buses do not have to pull back into traffic
Using buses with two doors so people can get on and off at the same time
Making buses cashless (no cash payments accepted)

14. Do you have any other ideas to make buses better in your area?

15. Would you like to be more involved in future decisions on bus improvements in the region through a dedicated bus user forum or online surveying?

Yes - Online survey	<input type="checkbox"/>
Yes - In-person / townhall meeting	<input type="checkbox"/>
Yes - Both	<input type="checkbox"/>
No	<input type="checkbox"/>

15a. If you answered Yes, please add your email address here

Section 3 – A little bit more about you (optional)

How will we use your information?

We are processing this information solely to better understand the views and experiences of both bus service users and non-users across the West of England Combined Authority region.

We will also analyse responses to identify any specific issues or trends among particular sub-groups (for example, by age group).

Personal data will not be used for any purposes beyond this consultation, such as direct marketing.

For more information, please visit our privacy policy page - www.westofengland-ca.gov.uk/privacy-notice/#mca

16. Do you have a long-term illness or disability that affects your daily life?

Yes	No	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16a. If yes, how would you describe it?

Please select all that apply.

<input type="checkbox"/>	Learning disability
<input type="checkbox"/>	Long-term health condition
<input type="checkbox"/>	Mental health condition
<input type="checkbox"/>	Neurodivergent condition (for example autism, ADHD, dyslexia)
<input type="checkbox"/>	Physical or mobility condition
<input type="checkbox"/>	Sensory condition (for example partially sighted, blind, deaf)
<input type="checkbox"/>	Other (please say)
<input type="checkbox"/>	Prefer not to say

17. Do you use any of the following to get around?

Wheelchair	<input type="checkbox"/>
Mobility scooter	<input type="checkbox"/>
Pram or buggy	<input type="checkbox"/>
Other mobility aid (please say)	<input type="checkbox"/>
No	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

18. Which best describes your current situation?

Employed full-time	<input type="checkbox"/>
Employed part-time	<input type="checkbox"/>
Self-employed	<input type="checkbox"/>
In education (full-time)	<input type="checkbox"/>
In education (part-time)	<input type="checkbox"/>
Unemployed	<input type="checkbox"/>
Long-term sick or disabled	<input type="checkbox"/>
Retired	<input type="checkbox"/>
Stay-at-home parent / not working	<input type="checkbox"/>
Other (please say)	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

19. How do you describe your gender?

Female	<input type="checkbox"/>
Male	<input type="checkbox"/>
Non-binary	<input type="checkbox"/>
Prefer to self-describe	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

20. What is your ethnic group?

Arab
Asian or Asian British – Bangladeshi
Asian or Asian British – Indian
Asian or Asian British – Pakistani
Chinese
Other Asian background
Black or Black British – African
Black or Black British – Caribbean
Other Black background
Mixed background
White British
White Irish
Gypsy or Traveller
Other White background
Prefer to self-describe
Prefer not to say

Thank you for taking part. Your answers will help improve bus services in the future.

Please return your completed survey in an envelope
by Sunday 10 May 2026 (no stamp required) to:

**FREEPOST
West of England Combined Authority**