

Next stop, better buses.

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



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	<input type="checkbox"/>
4-6 times a week	<input type="checkbox"/>
1-3 times a week	<input type="checkbox"/>
Monthly	<input type="checkbox"/>
Never	<input type="checkbox"/>

3. What is your age group?

Under 18	<input type="checkbox"/>
19-24	<input type="checkbox"/>
25-39	<input type="checkbox"/>
40-49	<input type="checkbox"/>
50-59	<input type="checkbox"/>
60-64	<input type="checkbox"/>
65-74	<input type="checkbox"/>
75-84	<input type="checkbox"/>
85+	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

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

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.

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	<input type="checkbox"/>

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	<input type="checkbox"/>
Asian or Asian British – Bangladeshi	<input type="checkbox"/>
Asian or Asian British – Indian	<input type="checkbox"/>
Asian or Asian British – Pakistani	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Other Asian background	<input type="checkbox"/>
Black or Black British – African	<input type="checkbox"/>
Black or Black British – Caribbean	<input type="checkbox"/>
Other Black background	<input type="checkbox"/>
Mixed background	<input type="checkbox"/>
White British	<input type="checkbox"/>
White Irish	<input type="checkbox"/>
Gypsy or Traveller	<input type="checkbox"/>
Other White background	<input type="checkbox"/>
Prefer to self-describe	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

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**