

Somerset Bus Back Better Engagement Survey
Responses to the Consultation

**ANALYSIS OF THE RESULTS
UNDERTAKEN BY
SOMERSET BUS PARTNERSHIP**

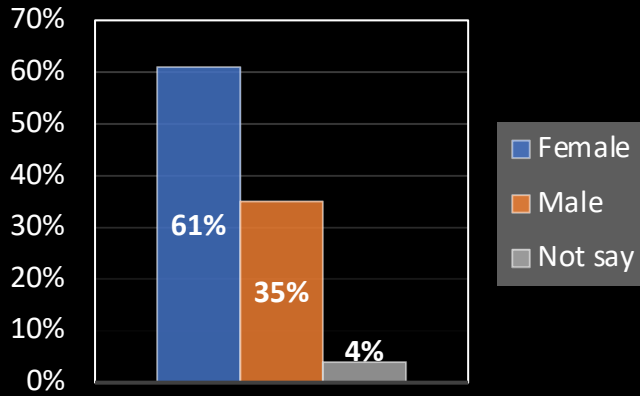
21st August 2021

Somerset Bus Partnership

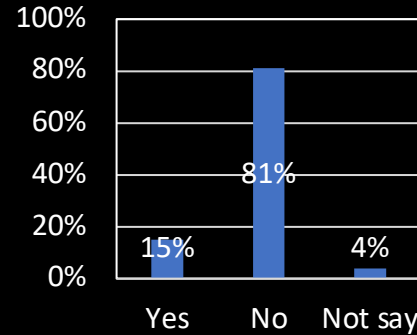
Connecting communities and encouraging public transport.

Profile of respondents to Somerset County Council BUS BACK BETTER Engagement Survey

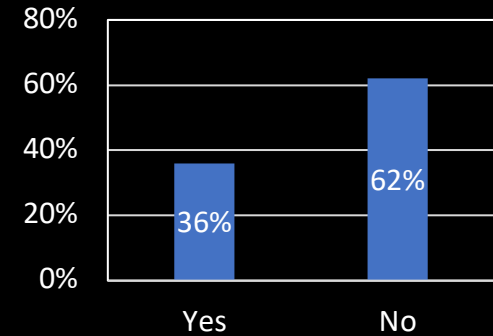
Gender



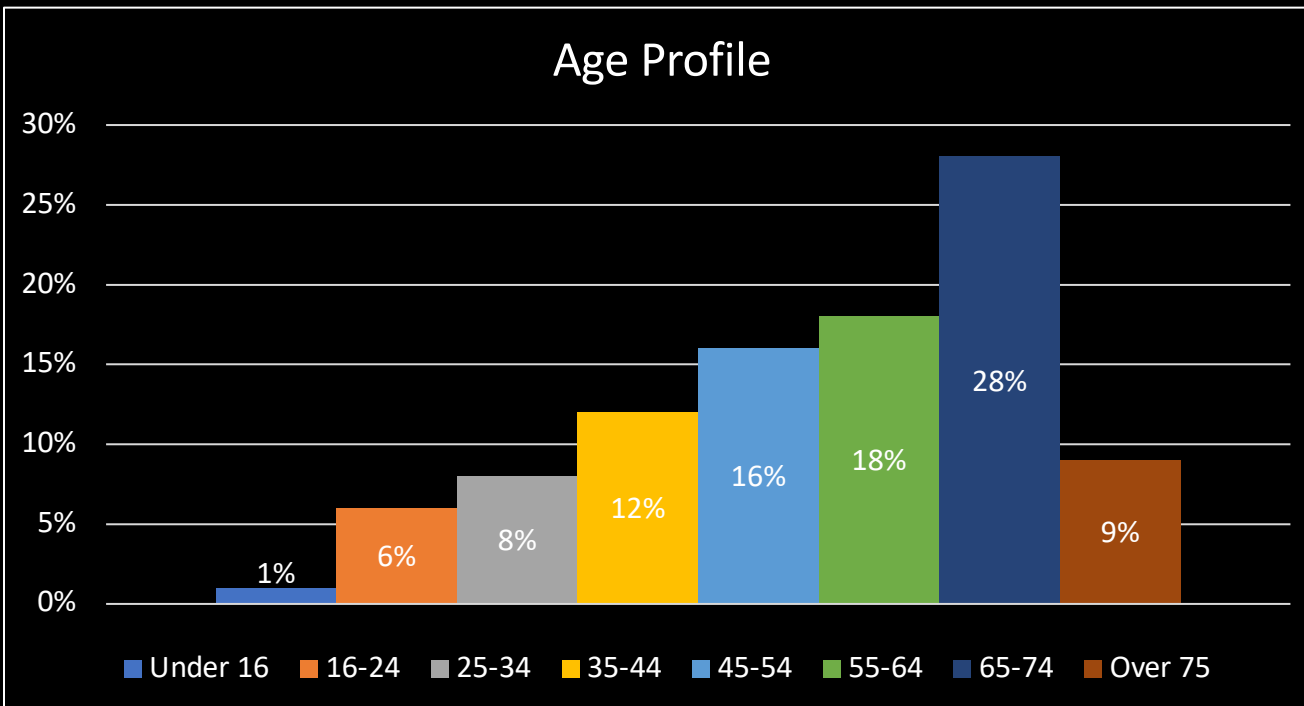
Disability?



Concessionary ticket?

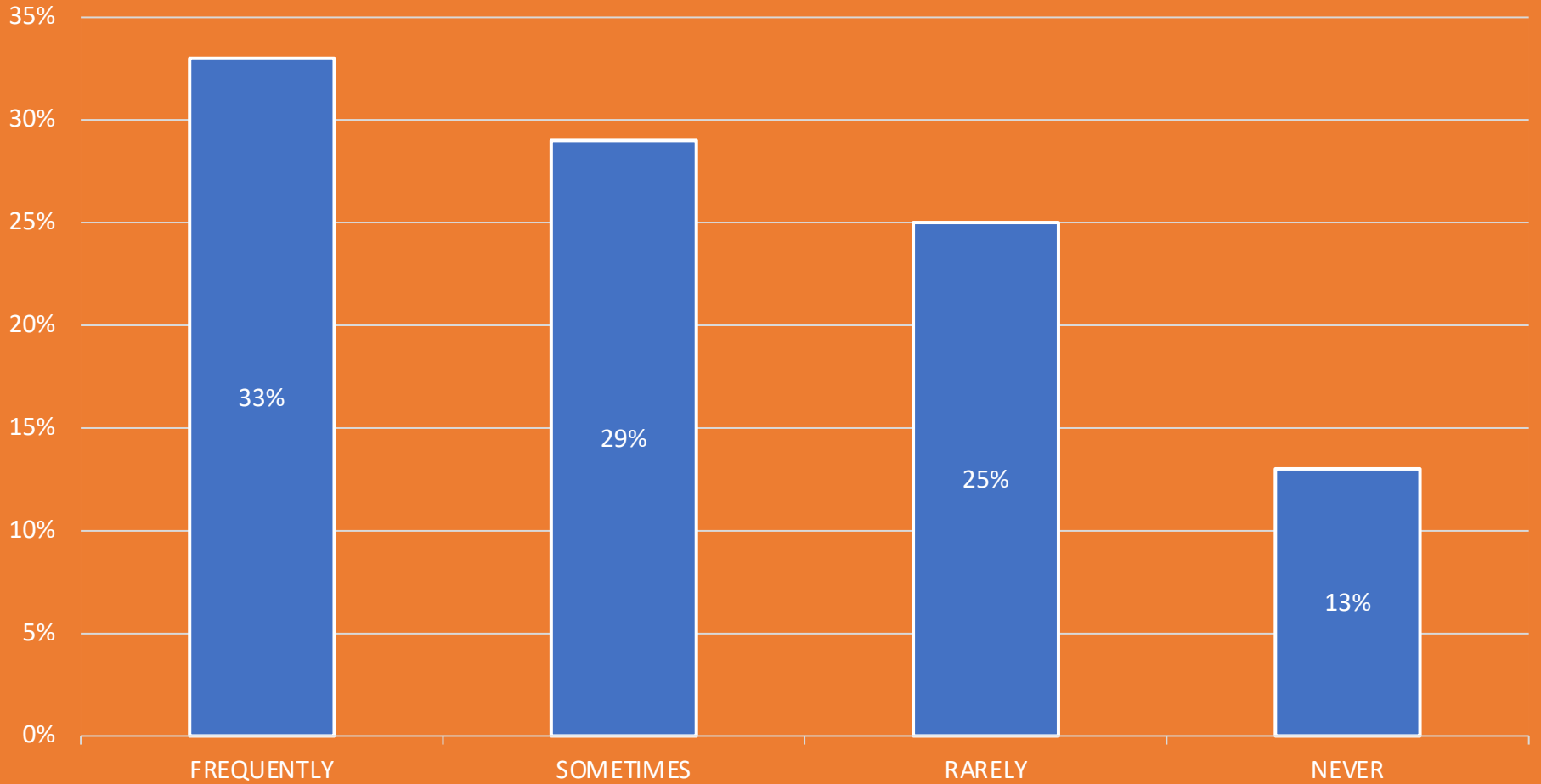


Age Profile

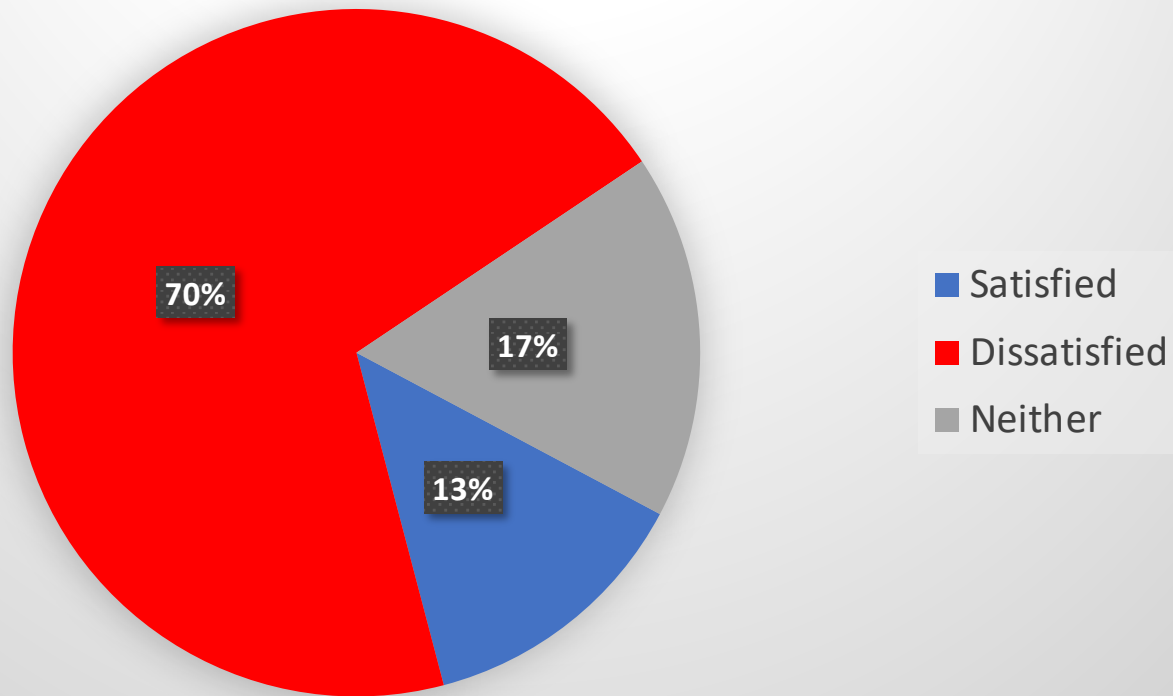


1549 people (0.28% of Somerset residents) responded to Somerset County Council's Bus Back Better Engagement Survey. Survey fieldwork was carried out in July/August 2021.

HOW OFTEN DO YOU TRAVEL BY BUS?



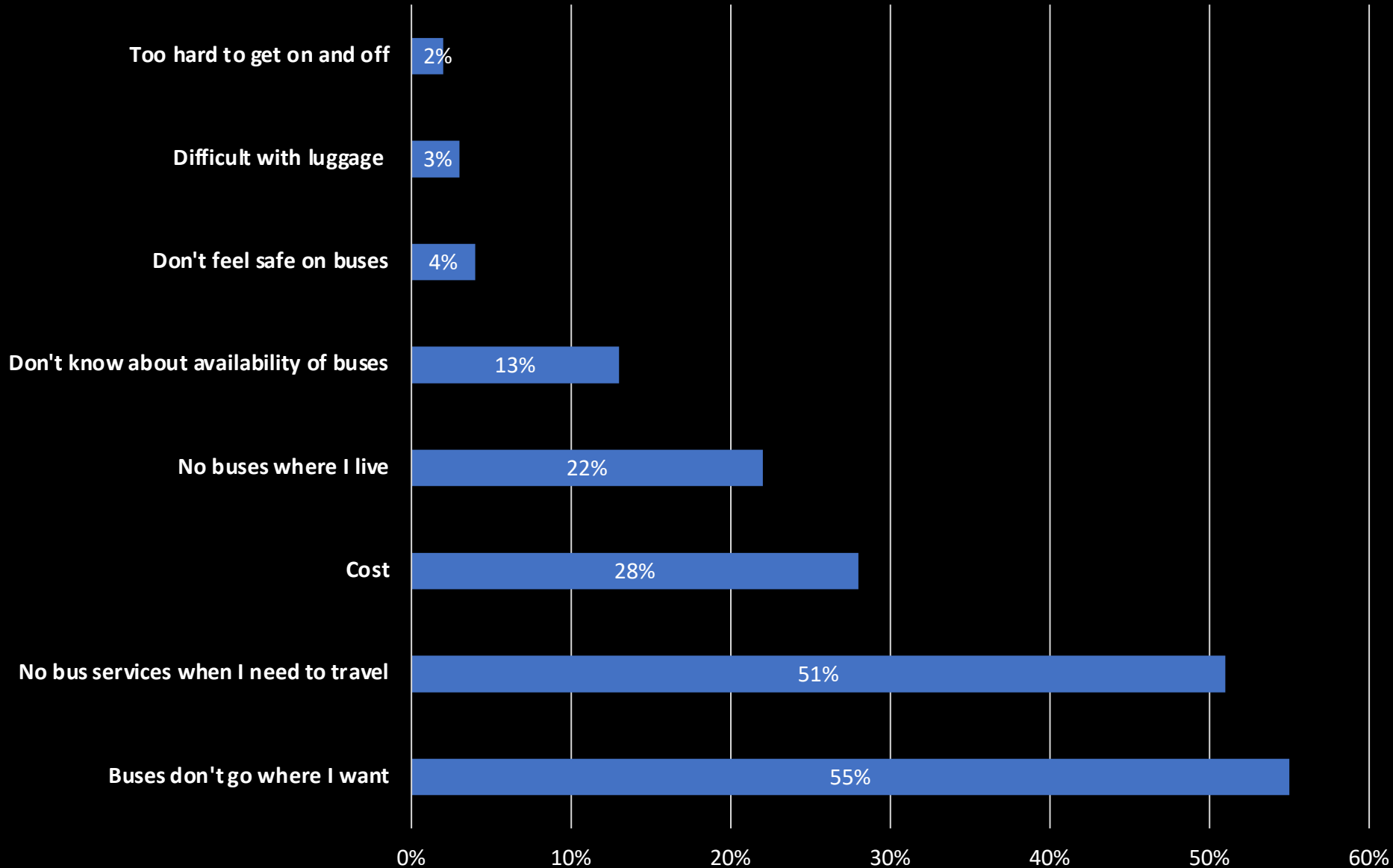
How satisfied or dissatisfied are you with bus services in Somerset?



41% were **SOMEWHAT DISSATISFIED**
28% (over a quarter) were **VERY DISSATISFIED**

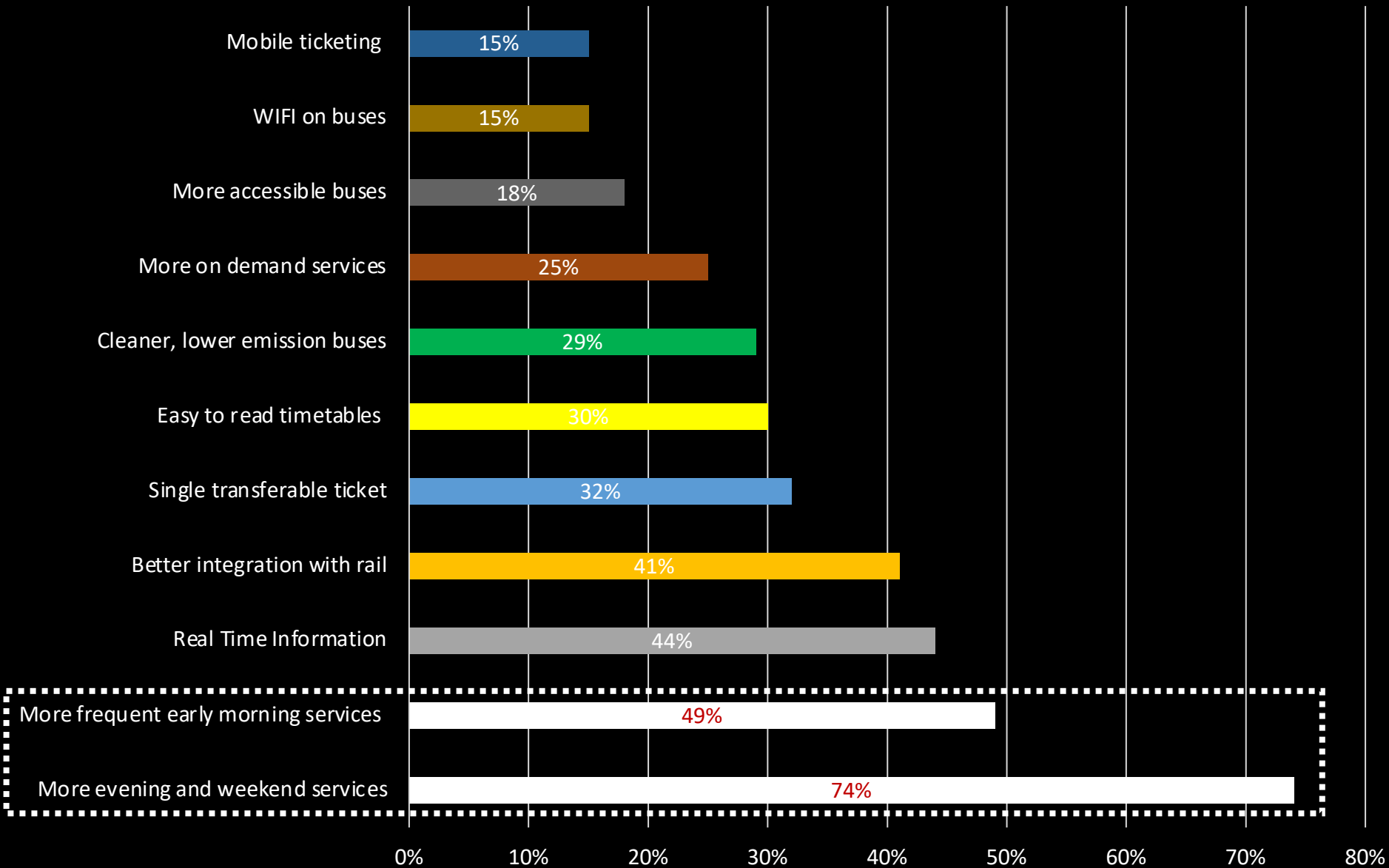
The 28% who said they were **VERY DISSATISFIED** were excluded from taking part in the rest of this **SOMERSET COUNTY COUNCIL** survey

What prevents you from using the bus?



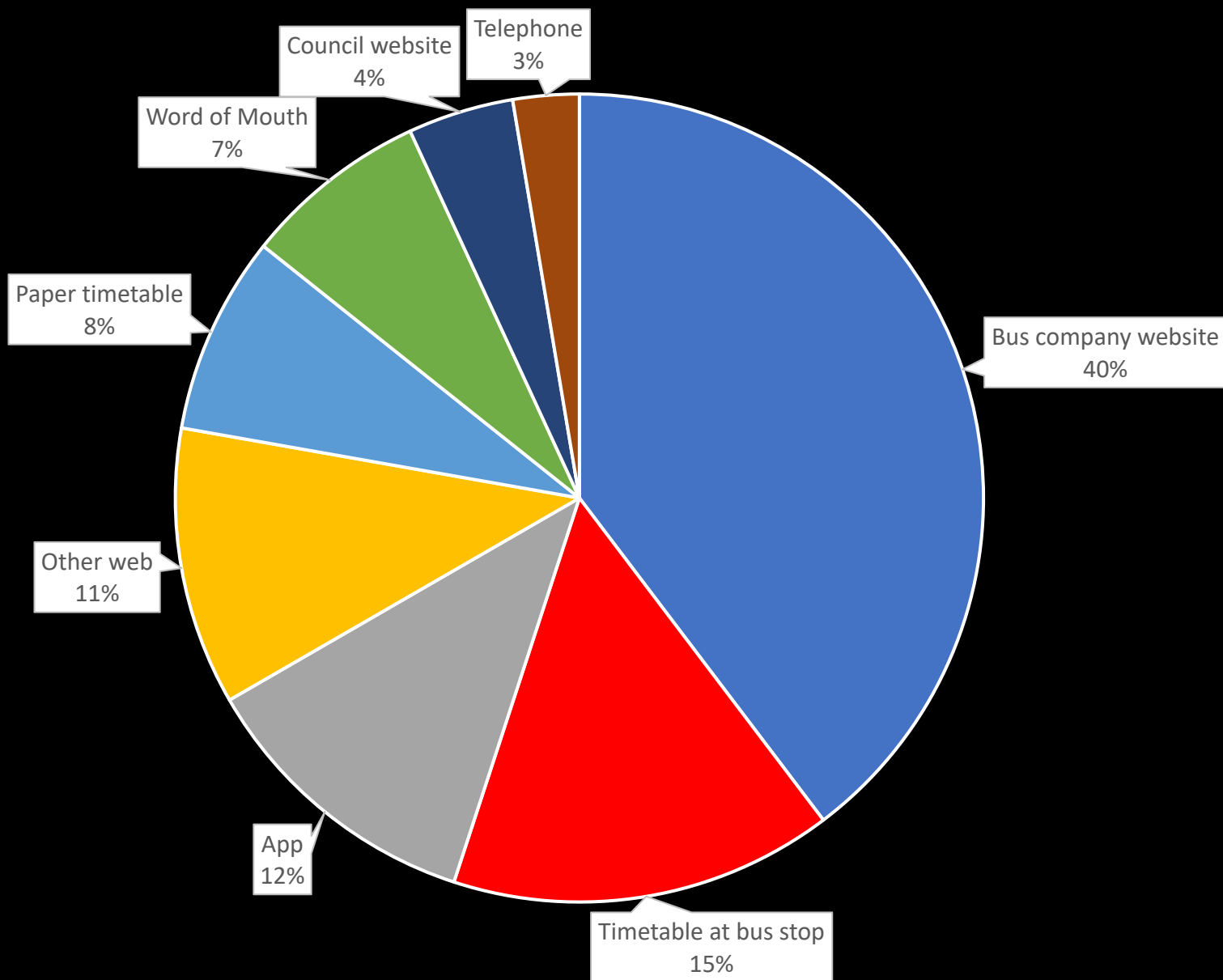
n.b. The 28% who said they were VERY DISSATISFIED with bus services in Somerset were prevented from answering this question

Improvements to Somerset Bus Services you'd like to see introduced?



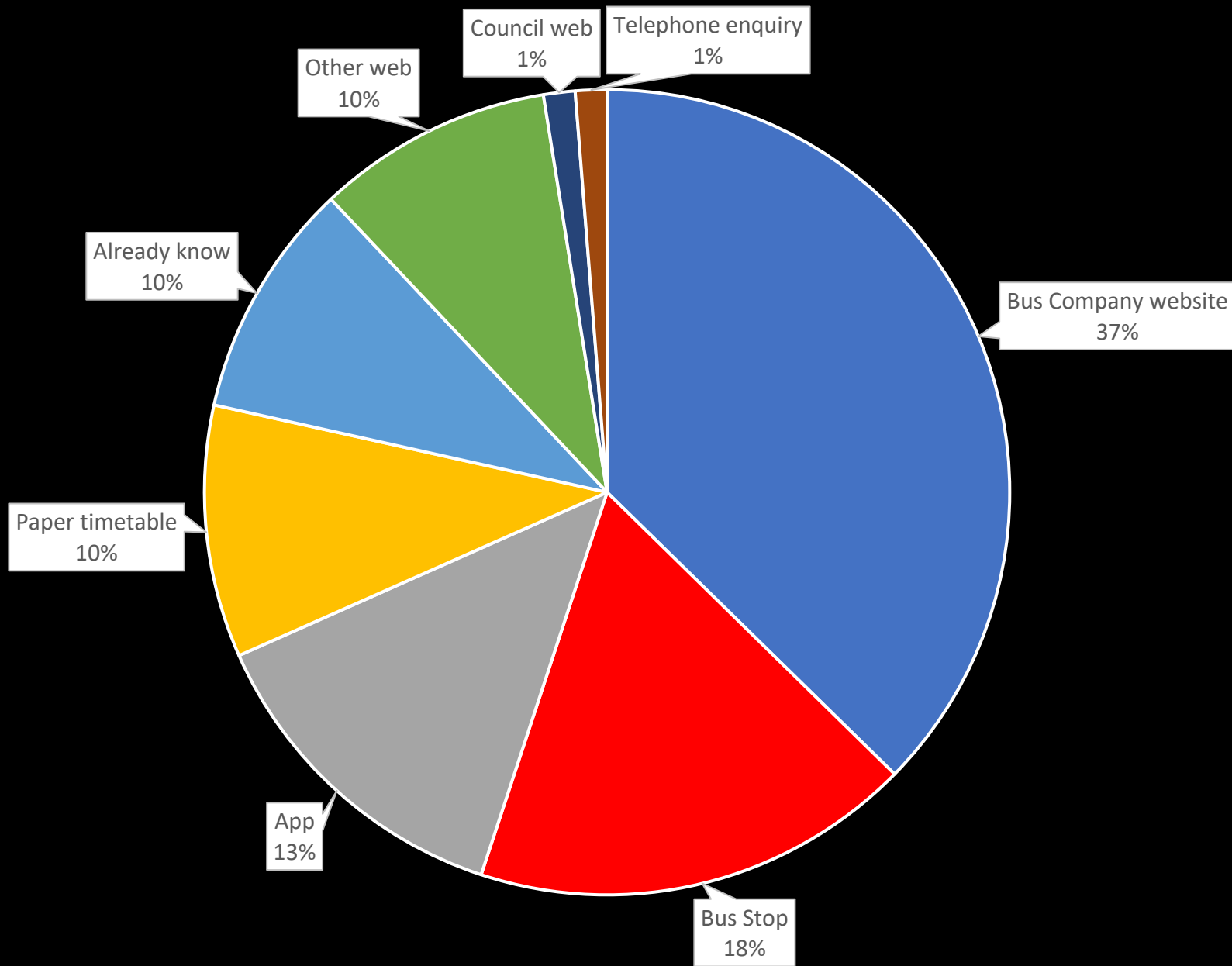
n.b. The 28% who said they were VERY DISSATISFIED with bus services in Somerset were prevented from answering this question

If you were visiting somewhere new, how would you get bus information?



n.b. The 28% who said they were VERY DISSATISFIED with bus services in Somerset were prevented from answering this question

As a bus user, how do you access bus information?



n.b. The 28% who said they were VERY DISSATISFIED with bus services in Somerset were prevented from answering this question