

# Enterprise and Business Committee

## Summary of the Inquiry into Bus and Community Transport Services in Wales Survey

### Background

This document provides a summary of responses received to the Inquiry into Bus and Community Transport Services in Wales' survey conducted by the Outreach team between 18 September 2015 and 2 November 2015.

### Methodology

As part of the Enterprise and Business Committee's Inquiry into Bus and Community Transport Services in Wales the Outreach Team conducted a survey in both online and paper-based formats. Participants were asked a range of questions relating to the social, environmental and economic impact of any recent changes in levels of Bus and Community Transport services.

One survey was created with the aim of targeting the general public as a whole.

**The purpose of this survey was to capture respondent's opinion of the Bus and Community Transport Services in Wales. The results outlined in this summary represent the views of those who responded, and not the general public as a whole. The survey was not based on a representative sample of the public as a whole.**

### Awareness Raising

In order to promote awareness of the survey and attract participants the Outreach Team contacted a broad-range of schools, colleges and organisations. Those contacted were able to raise awareness using a range of methods including – placing articles on websites; signposting on social media including Facebook and twitter; and emailing participants directly.

The surveys were also promoted by Assembly staff with relevant groups visiting the Senedd, receiving education visits, receiving Understanding and Engaging sessions and during the Assembly's presence at Senedd@Swansea.



## Key Statistics

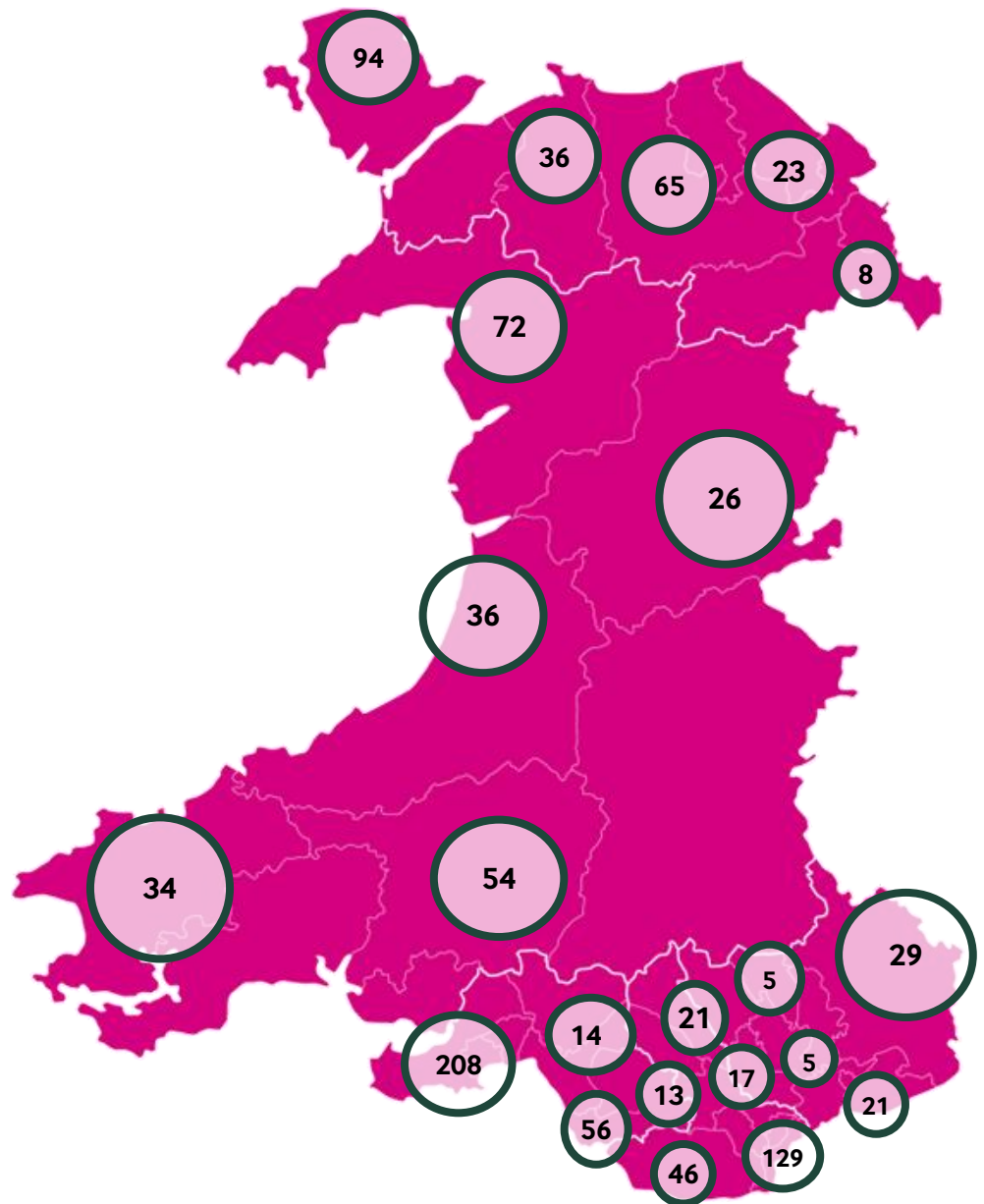
**1,011** Total number of survey responses received

## Geographical Summary of Responses

**Number of survey responses broken down by local authority area**

*Total number of responses: 995*

Blaenau Gwent: 4  
Bridgend: 56  
Caerphilly: 17  
Cardiff: 129  
Carmarthenshire: 54  
Ceredigion: 36  
Conwy: 36  
Denbighshire: 65  
Flintshire: 23  
Gwynedd: 72  
Isle of Anglesey: 94  
Merthyr Tydfil: 5  
Monmouthshire: 29  
Neath Port Talbot: 14  
Newport: 21  
Pembrokeshire: 34  
Powys: 26  
Rhondda Cynon Taf: 13  
Swansea: 208  
Torfaen: 5  
Vale of Glamorgan: 46  
Wrexham: 8



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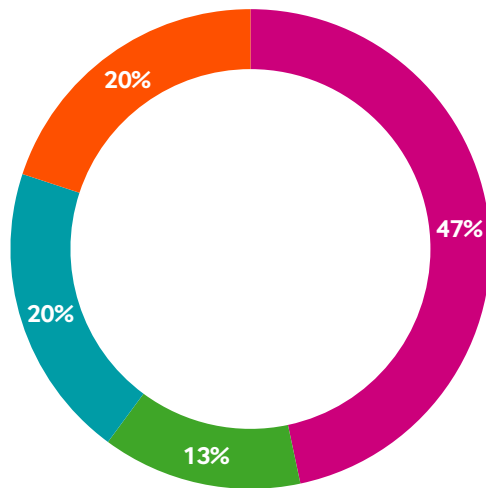
## Summary of Responses

Question one – How often do you use bus and / or community transport services? Please answer separately for each service.

### Bus Services

Total number of responses: 1,003

- At least once a week: **46.66% (468)**
- At least once a month: **13.46% (135)**
- Less than once a month: **19.94% (200)**
- Never: **19.94% (200)**

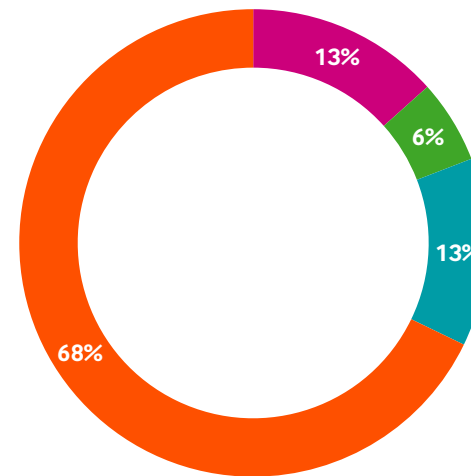


- At least once a week
- At least once a month
- Less than once a month
- Never

### Community Transport Services

Total number of responses: 883

- At least once a week: **13.36% (118)**
- At least once a month: **5.78% (51)**
- Less than once a month: **13.02% (115)**
- Never: **67.84% (599)**

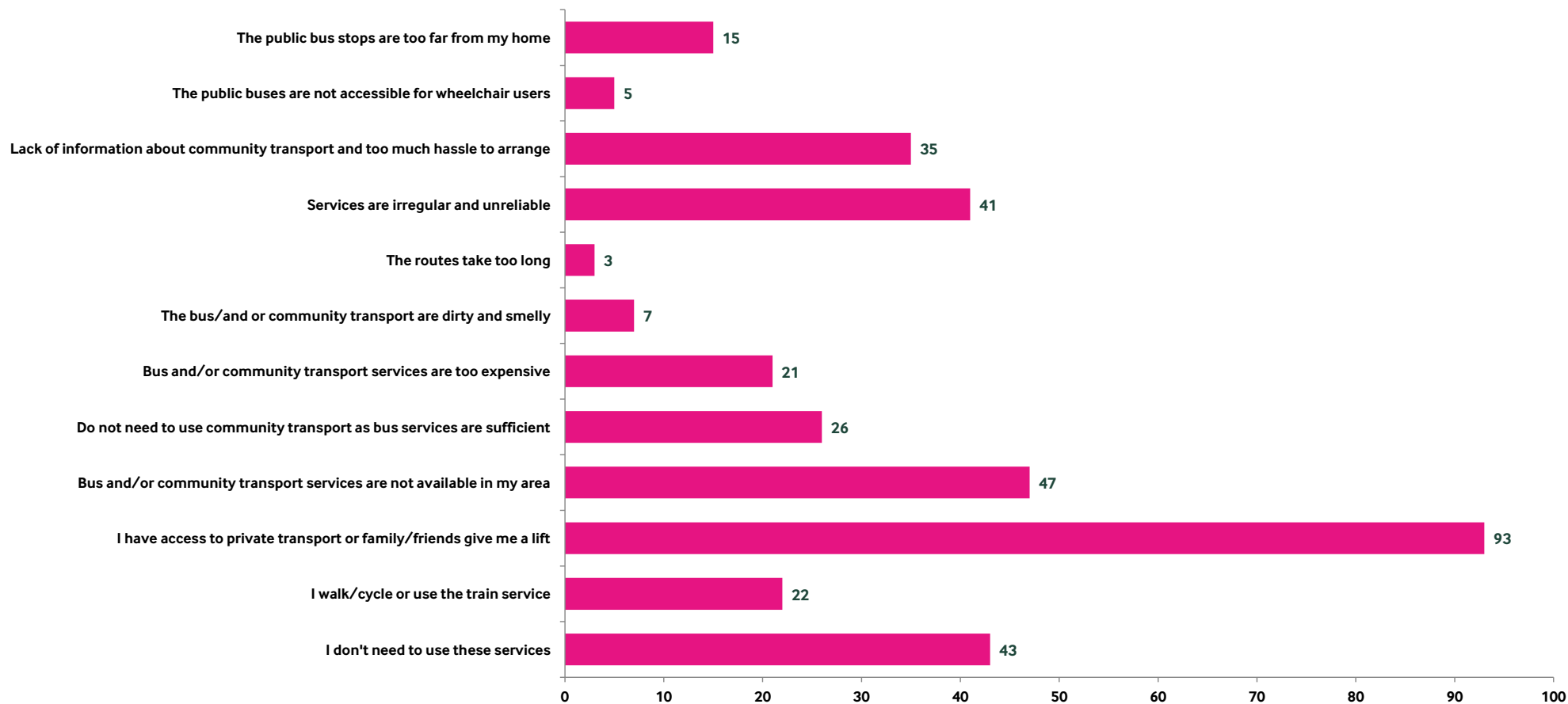


- At least once a week
- At least once a month
- Less than once a month
- Never



## If you never use bus and / or community transport services, please explain why:

Total number of responses: 353



Total number of comments



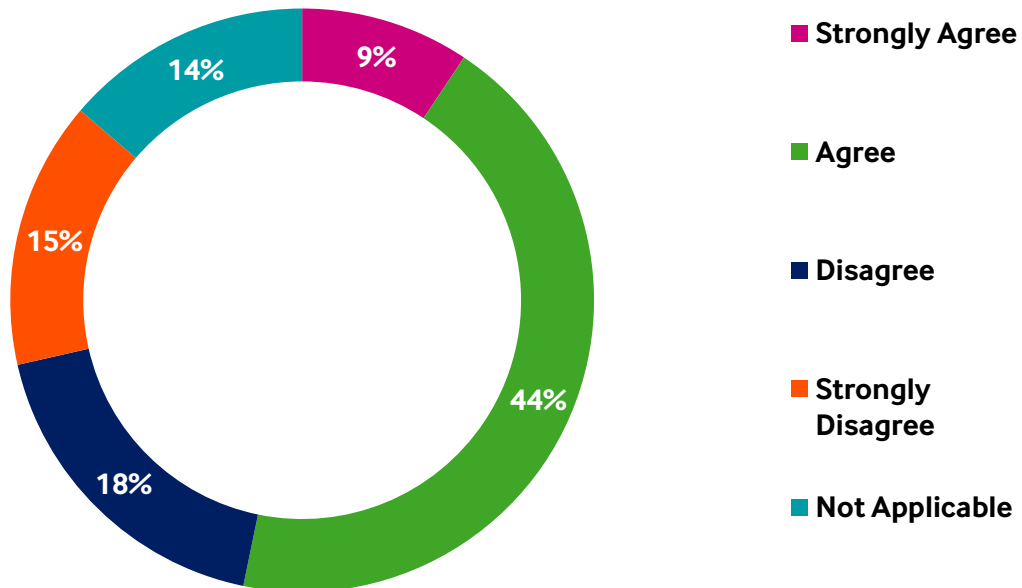
Question two - How far do you agree with the following statements in relation to both bus and community transport services in your area? If you do not use bus and / or community transport services, please select "not applicable".

## Bus Services

Statement one: "I can usually get to where I want to go at the time I want to go using bus services"

Total number of responses: 1,005

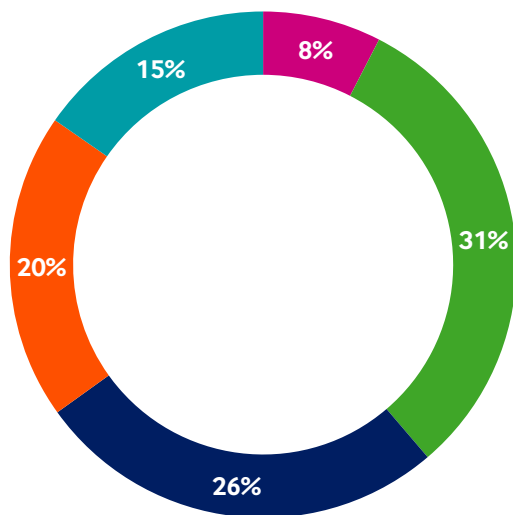
- Strongly Agree: **9.35% (94)**
- Agree: **43.88% (441)**
- Disagree: **18.21% (183)**
- Strongly Disagree: **14.83% (149)**
- Not applicable: **13.73% (138)**



**Statement two: “It is becoming easier to get to where I want to go by bus”**

Total number of responses: 991

- Strongly Agree: **7.57% (75)**
- Agree: **31.18% (309)**
- Disagree: **26.34% (261)**
- Strongly Disagree: **19.58% (194)**
- Not applicable: **15.34% (152)**

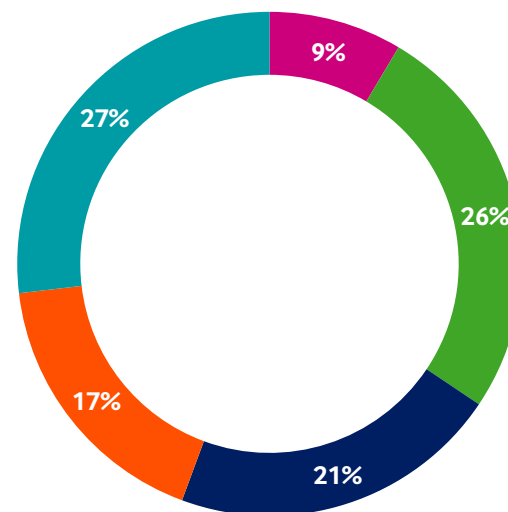


- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

**Statement three: “I find fares reasonably priced”**

Total number of responses: 989

- Strongly Agree: **8.59% (85)**
- Agree: **25.99% (257)**
- Disagree: **21.33% (211)**
- Strongly Disagree: **17.50% (174)**
- Not applicable: **27.00% (267)**



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

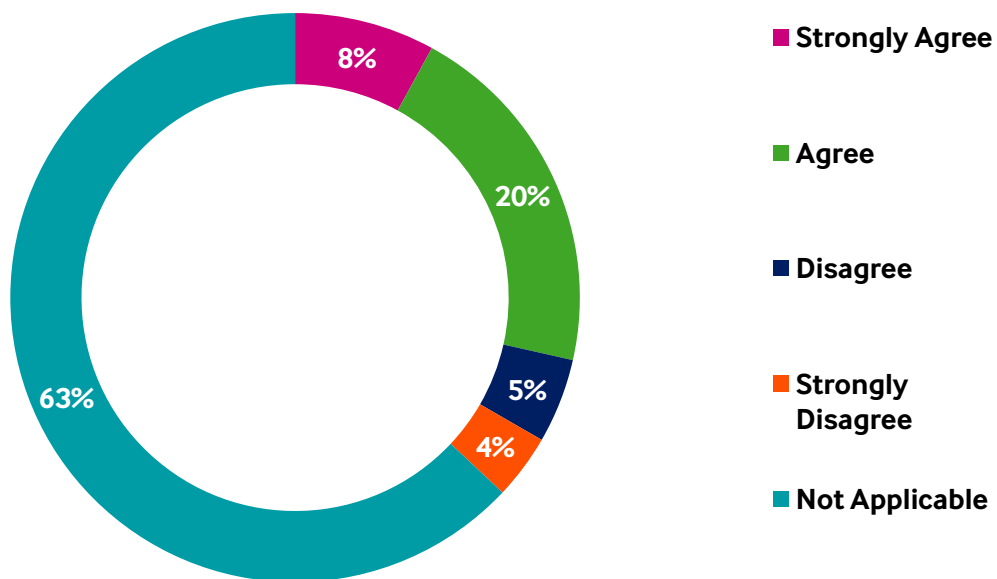


## Community Transport

Statement one: "I can usually get to where I want to go at the time I want to go using community transport"

Total number of responses: 978

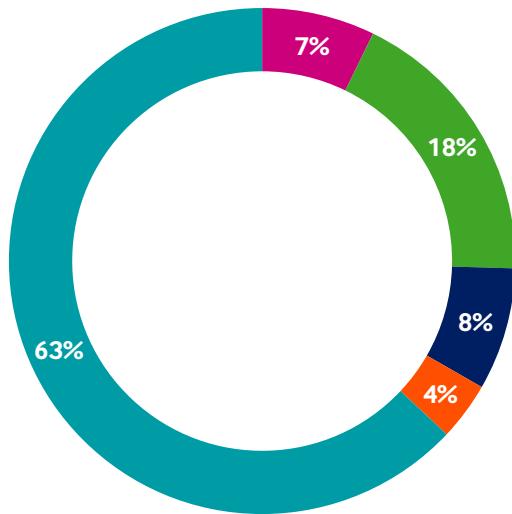
- Strongly Agree: **7.98% (78)**
- Agree: **20.50% (201)**
- Disagree: **4.81% (47)**
- Strongly Disagree: **3.68% (36)**
- Not applicable: **62.99% (616)**



**Statement two: “It is becoming easier to get to where I want to go by community transport”**

Total number of responses: 970

- Strongly Agree: **7.22% (70)**
- Agree: **18.25% (177)**
- Disagree: **7.84% (76)**
- Strongly Disagree: **3.71% (36)**
- Not applicable: **62.99% (611)**

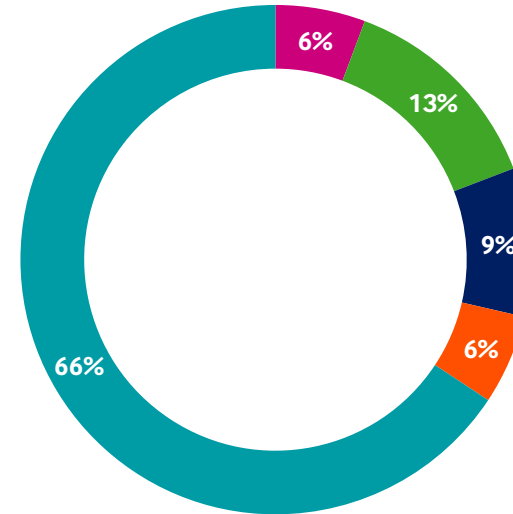


- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

**Statement three: “I find fares reasonably priced”**

Total number of responses: 965

- Strongly Agree: **5.70% (55)**
- Agree: **13.47% (130)**
- Disagree: **9.43% (91)**
- Strongly Disagree: **5.70% (55)**
- Not applicable: **65.70% (634)**



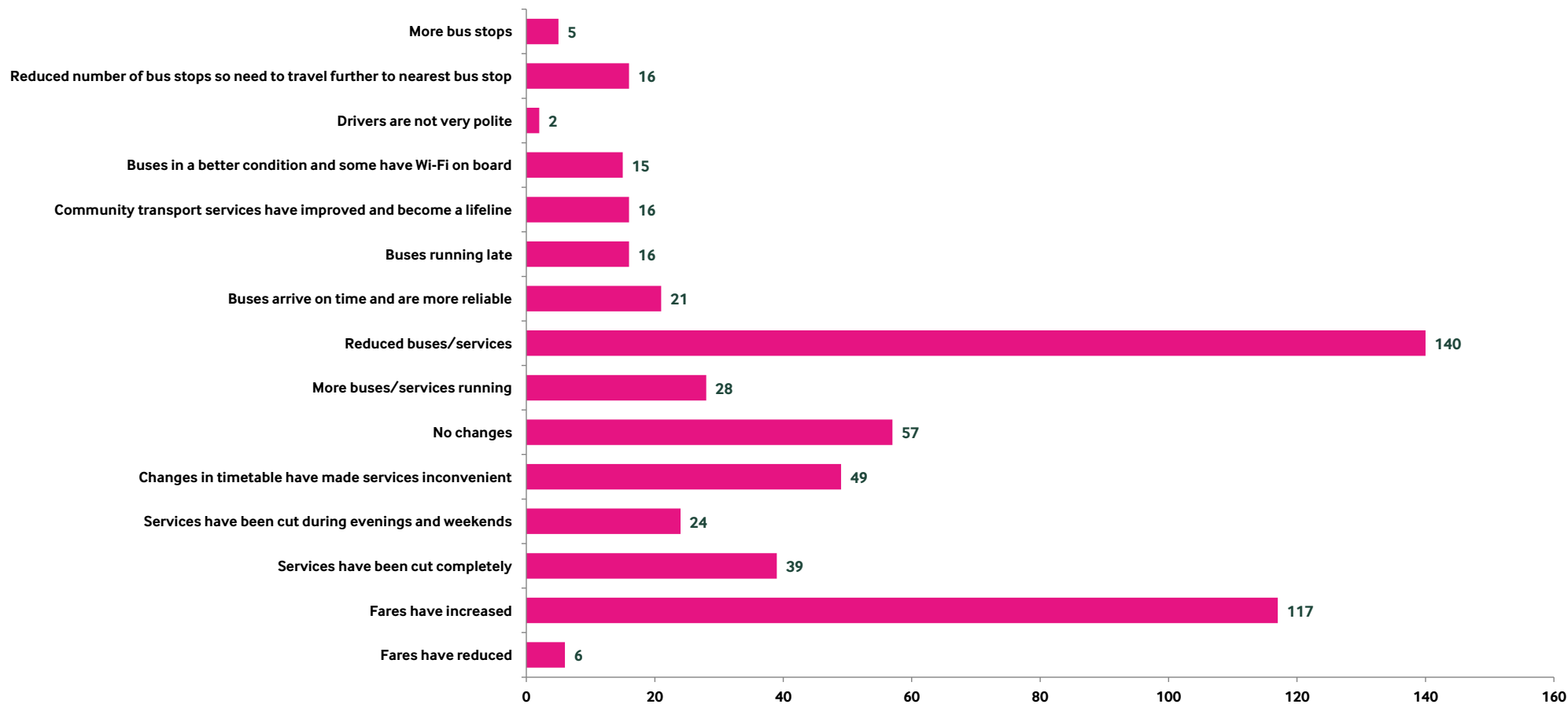
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable





**Question three - Please explain how, if at all, bus and / or community transport services in your area have changed and how these changes have affected you.**

*Total number of responses: 551*



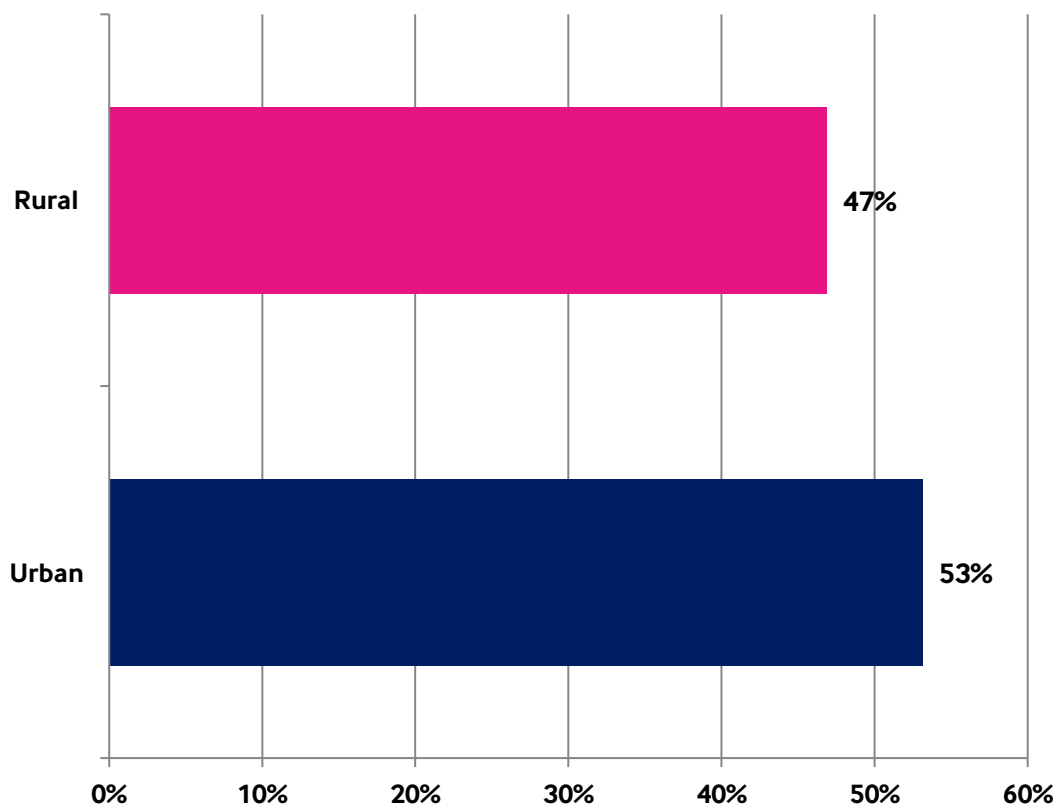
*Total number of comments*



## Question four – Would you describe the area in which you live as urban or rural?

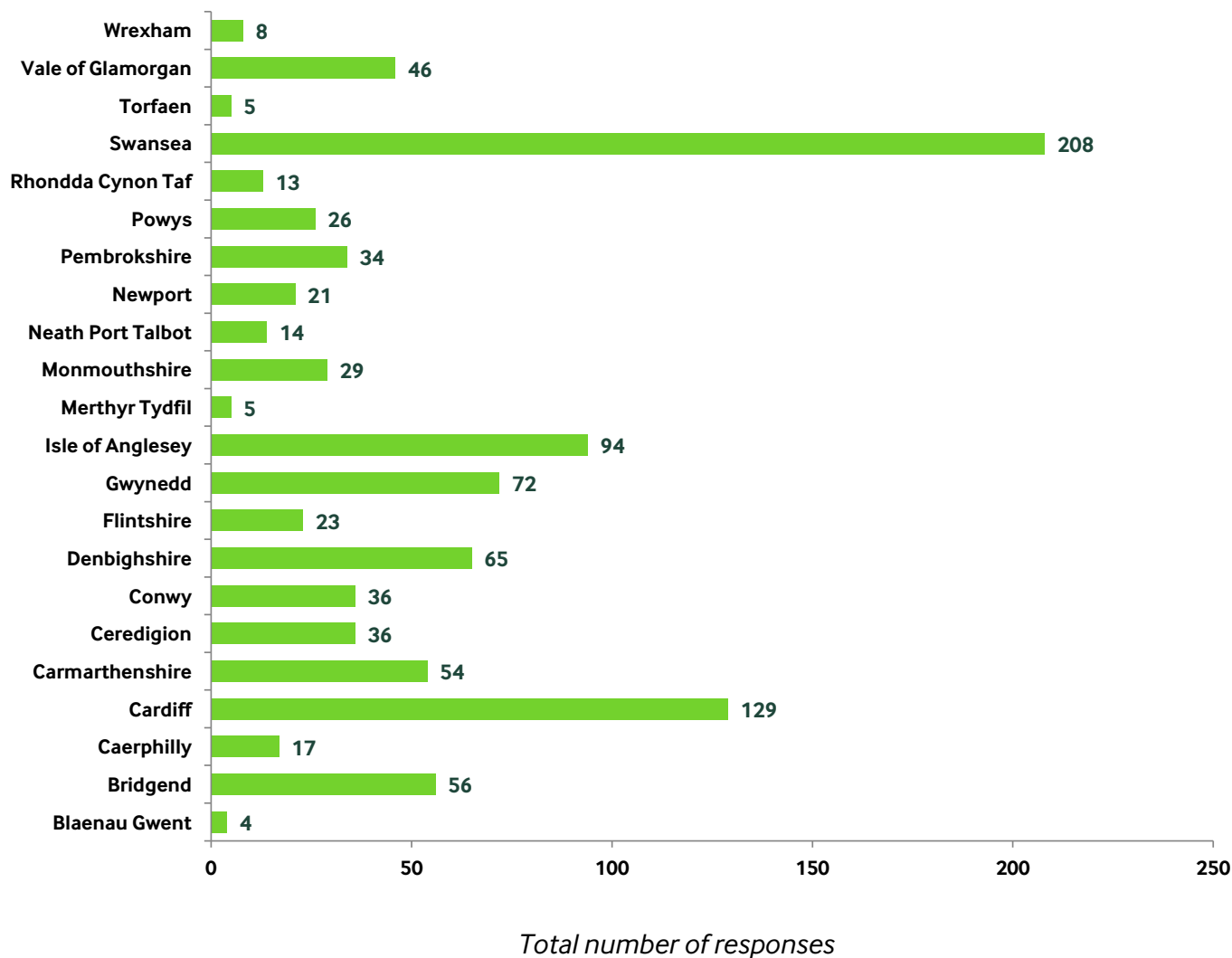
Total number of responses: 988

- Urban: **53.14% (525)**
- Rural: **46.86% (463)**



### Question five – In which local authority area do you live?

Total number of responses: 995



# Annex A

## Demographic breakdown

Annex A relates to the total number of respondents who positively identified themselves as living in either “rural” or “urban” areas for the purposes of completing the survey.

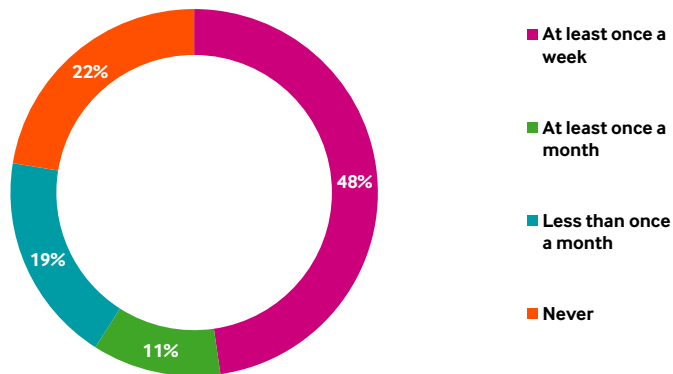
Question one – How often do you use bus and / or community transport services? Please answer separately for each service.

### Rural

#### Bus Services

Total number of responses: 459

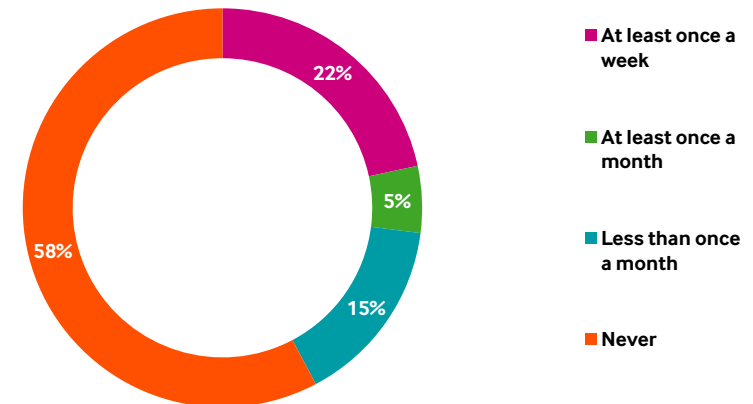
- At least once a week: **47.71% (219)**
- At least once a month: **11.33% (52)**
- Less than once a month: **18.52% (85)**
- Never: **22.44% (103)**



#### Community Transport Services

Total number of responses: 407

- At least once a week: **21.62% (88)**
- At least once a month: **5.40% (22)**
- Less than once a month: **15.23% (62)**
- Never: **57.73% (235)**

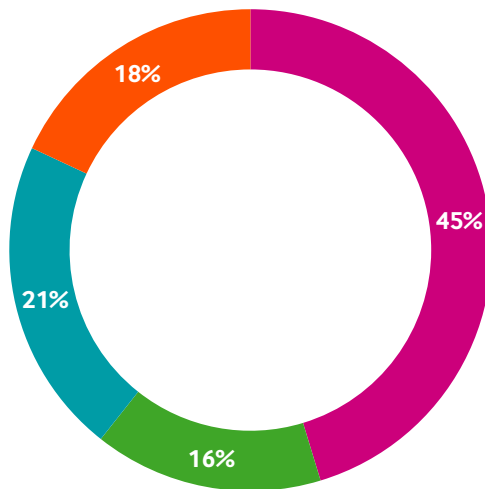


# Urban

## Bus Services

Total number of responses: 521

- At least once a week: **45.29% (236)**
- At least once a month: **15.5% (80)**
- Less than once a month: **21.30% (111)**
- Never: **18.04% (94)**

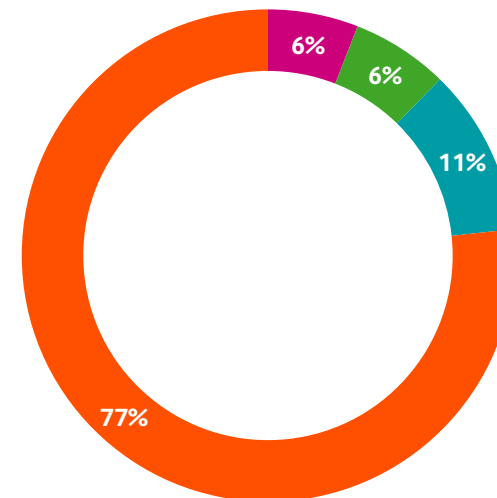


## Community Transport Services

Total number of responses: 455

- At least once a week: **5.93% (27)**
- At least once a month: **6.37% (29)**
- Less than once a month: **10.98% (50)**
- Never: **76.7% (349)**

- At least once a week
- At least once a month
- Less than once a month
- Never



- At least once a week
- At least once a month
- Less than once a month
- Never



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22% of rural respondents use community transport services at least once a week, as opposed to 6% of urban respondents.  
Use of bus and community transport services are higher amongst rural respondents.

Question two - How far do you agree with the following statements in relation to both bus and community transport services in your area? If you do not use bus and / or community transport services, please select “not applicable”.

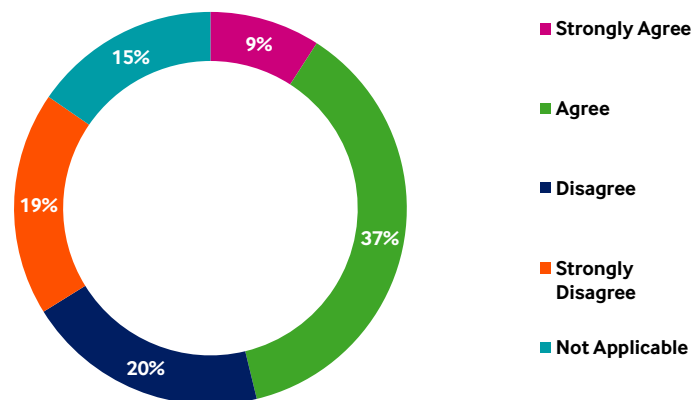
## Bus Services

Statement one: “I can usually get to where I want to go at the time I want to go using bus services”

### Rural

Total number of responses: 461

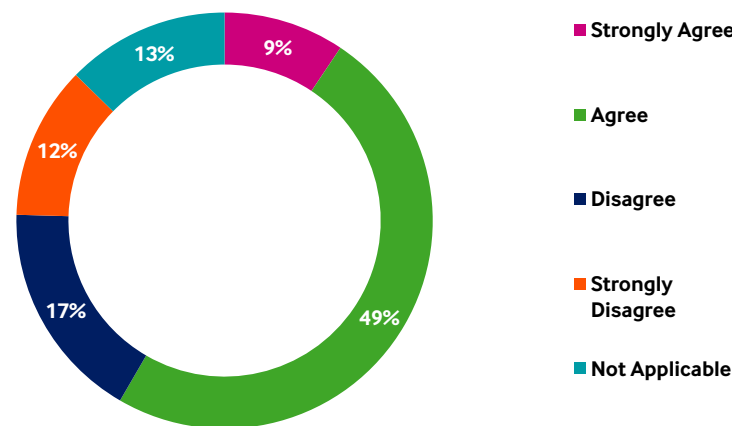
- Strongly Agree: **9.11% (42)**
- Agree: **37.09% (171)**
- Disagree: **19.95% (92)**
- Strongly Disagree: **18.5% (85)**
- Not applicable: **15.40% (71)**



### Urban

Total number of responses: 521

- Strongly Agree: **9.40% (49)**
- Agree: **48.9% (255)**
- Disagree: **17.08% (89)**
- Strongly Disagree: **11.90% (62)**
- Not applicable: **12.66% (66)**



58% of urban respondents strongly agreed and agreed that they could usually get to where they wanted to go, at a time they wanted to go by using bus services.

39% of rural respondents disagreed and strongly disagreed with the same statement, in comparison to 29% of urban respondents.

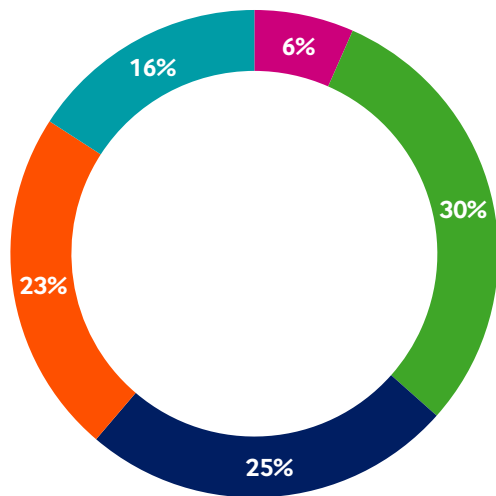


Statement two: "It is becoming easier to get to where I want to go by bus"

Rural

Total number of responses: 454

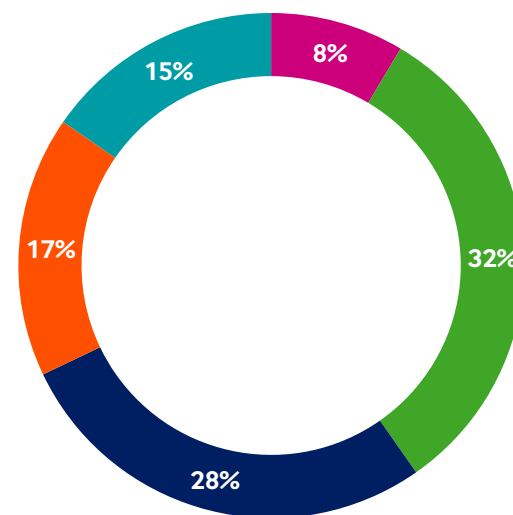
- Strongly Agree: 6% (30)
- Agree: 29.95% (136)
- Disagree: 24.66% (112)
- Strongly Disagree: 22.9% (104)
- Not applicable: 15.85% (72)



Urban

Total number of responses: 514

- Strongly Agree: 8% (44)
- Agree: 31.71% (163)
- Disagree: 27.62% (142)
- Strongly Disagree: 16.73% (86)
- Not applicable: 15.35% (79)



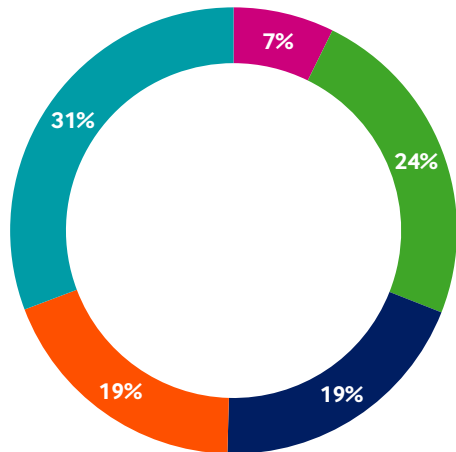
23% of rural respondents strongly disagreed that it was becoming easier to get to where they wanted to go by bus, as opposed to 17% of urban respondents.

Statement three: "I find fares reasonably priced"

Rural

Total number of responses: 452

- Strongly Agree: **7.30% (33)**
- Agree: **23.67% (107)**
- Disagree: **19.46% (88)**
- Strongly Disagree: **18.80% (85)**
- Not applicable: **30.75% (139)**

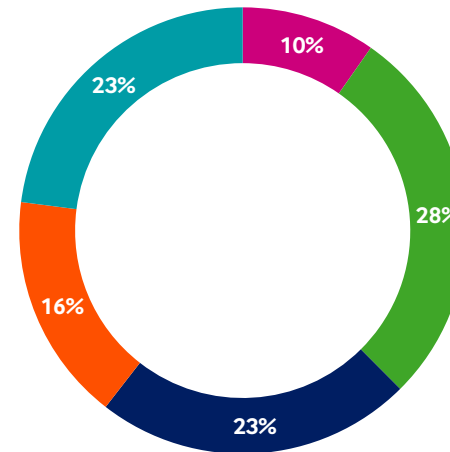


- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Urban

Total number of responses: 514

- Strongly Agree: **9.72% (50)**
- Agree: **27.82% (143)**
- Disagree: **22.95% (118)**
- Strongly Disagree: **16% (85)**
- Not applicable: **22.95% (118)**



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable



39% of urban respondents disagreed and strongly disagreed that fare were reasonably priced, as opposed to 32% of rural respondents.



Question two - How far do you agree with the following statements in relation to both bus and community transport services in your area? If you do not use bus and / or community transport services, please select "not applicable".

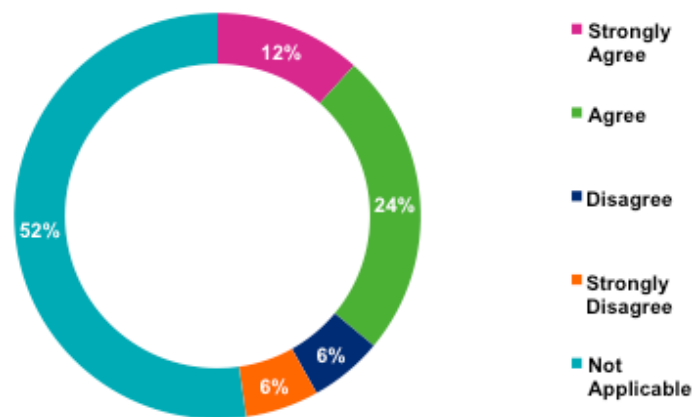
## Community Transport

Statement one: "I can usually get to where I want to go at the time I want to go using community transport services"

### Rural

Total number of responses: 446

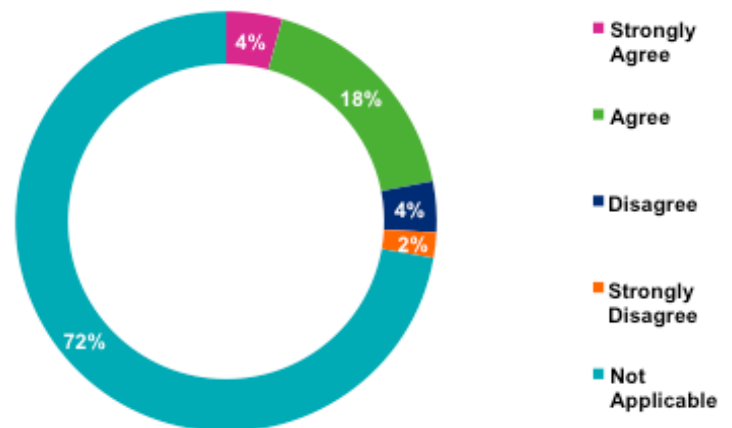
- Strongly Agree: **11.71% (52)**
- Agree: **24.32% (108)**
- Disagree: **5.85% (26)**
- Strongly Disagree: **5.85% (26)**
- Not applicable: **52.25% (232)**



### Urban

Total number of responses: 511

- Strongly Agree: **4.30% (22)**
- Agree: **17.61% (90)**
- Disagree: **3.91% (20)**
- Strongly Disagree: **1.95% (10)**
- Not applicable: **72.21% (369)**



36% of rural respondents agreed and strongly agreed that they would get to where they wanted to go, at the time they wanted using community transport services, in comparison to 22% of urban respondents.

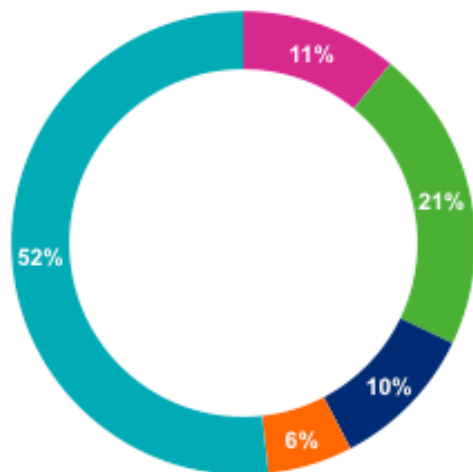


**Statement two: “It is becoming easier to get to where I want to go by using community transport”**

**Rural**

Total number of responses: 439

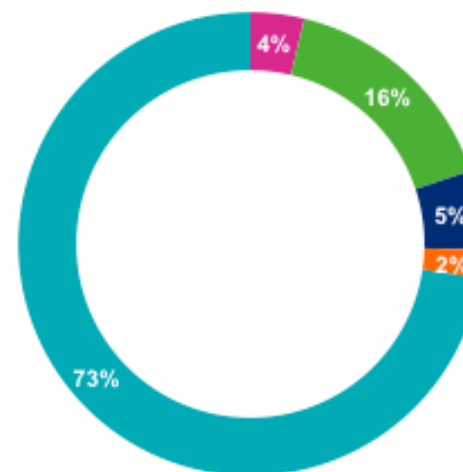
- Strongly Agree: **10.93% (48)**
- Agree: **21.18% (93)**
- Disagree: **10.25% (45)**
- Strongly Disagree: **5.92% (26)**
- Not applicable: **51.70% (227)**



**Urban**

Total number of responses: 508

- Strongly Agree: **3.74% (19)**
- Agree: **16.14% (82)**
- Disagree: **5.5% (28)**
- Strongly Disagree: **1.96% (10)**
- Not applicable: **72.63% (369)**



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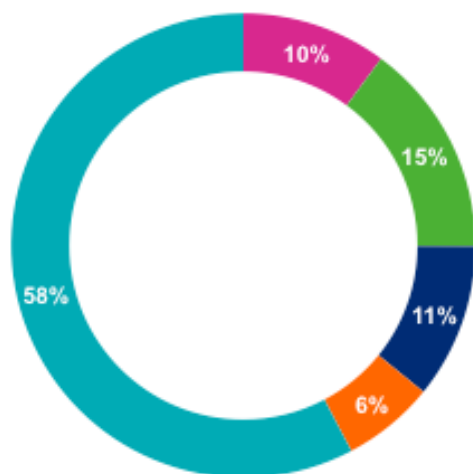
16% of rural respondents disagreed and strongly disagreed that it is becoming easier to get to where they wanted to go using community transport services, in comparison to 7% of urban respondents. However, 32% of rural respondents strongly agreed and agreed that it was becoming easier, in comparison to 20% of urban respondents.

### Statement three: "I find fares reasonably priced"

#### Rural

Total number of responses: 435

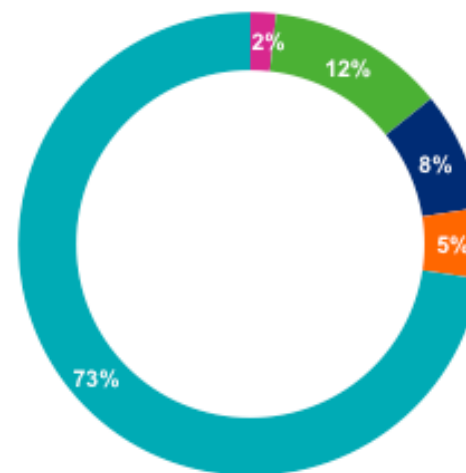
- Strongly Agree: **10.11% (44)**
- Agree: **14.94% (65)**
- Disagree: **10.80% (47)**
- Strongly Disagree: **6.43% (28)**
- Not applicable: **57.70% (251)**



#### Urban

Total number of responses: 507

- Strongly Agree: **1.77% (9)**
- Agree: **12.42% (63)**
- Disagree: **8.28% (42)**
- Strongly Disagree: **4.93% (25)**
- Not applicable: **72.58% (368)**



14% of urban respondents agreed or strongly agreed that they found fares for community transport services reasonably priced, in comparison to 25% of rural respondents.

