

2024 Lowestoft Town Council Bus Survey

1/ What prevents you from using the bus in your area? (Choose all that apply)

- A. stops not within walking distance
- B. too confusing to use
- C. none available to me or in my area
- D. Other _____
- E. I do use the bus

2/What are your most common destinations when leaving the house? (Choose all that apply)

- A. doctor's appointments
- B. grocery shopping
- C. personal appointments
- D. Social ie Cinema, Theatre etc
- E. Work

3/ If you **do not** use the bus, what are the reasons? Mark all that apply and use the box below if you would like to tell us more about your reasons.

- A. too expensive
- B. I don't live close enough to a bus stop
- C. It doesn't serve my neighbourhood
- D. It doesn't go where I need to go
- E. No benches/shelters at the bus stop
- F. I don't feel comfortable with other people
- G. Often it is not on time
- H. The trips are too long
- I. Bad customer service

J. I don't know how to use the bus
Other (please explain in the box below)

4/ How often are you unable to get to where you need to go because of **not having** a bus route near you?

- Rarely or Infrequently
- Several times a year
- About once a month
- More than once a month
- Once a week or more often

5/ What type of trips would you like to take if the bus route was provided? Chose all that apply

- a. Longer distance ie to Norwich
- b. Multi-stop trips (multiple places around Lowestoft)
- c. Out of hours (before 9 a.m. and/or after 5 p.m.)
- d. One-time Medical/health care
- e. Reoccurring medical trips (dialysis, mental health, oncology)
- f. Essential non-medical (banks, solicitors, post office)
- g. Employment or Job Seeking
- h. Education or training
- i. Volunteer activities
- j. Childcare
- k. Quality of life (shopping, recreational activities, religious services)
- l. Social services
- m. Other (open text)

6/ Do any of the following make it difficult to get to a fixed route bus stop? (Choose all that apply)

- A. Lack of curb cuts (small ramp to get from the road to the stop)
- B. Distance from your home to the nearest stop is too far

C. No pavement

D. Service is not available frequently enough

7/ If public transport were available in your area, how often do you think you would use it?

Daily

Weekly

Monthly

Very infrequently

Never

8/ On a scale from 1 – 10, how satisfied or dissatisfied are you with the availability of the bus service in Lowestoft?

1 (Not Satisfied) ----- 10 (Very Satisfied)

9/ What is your postcode?