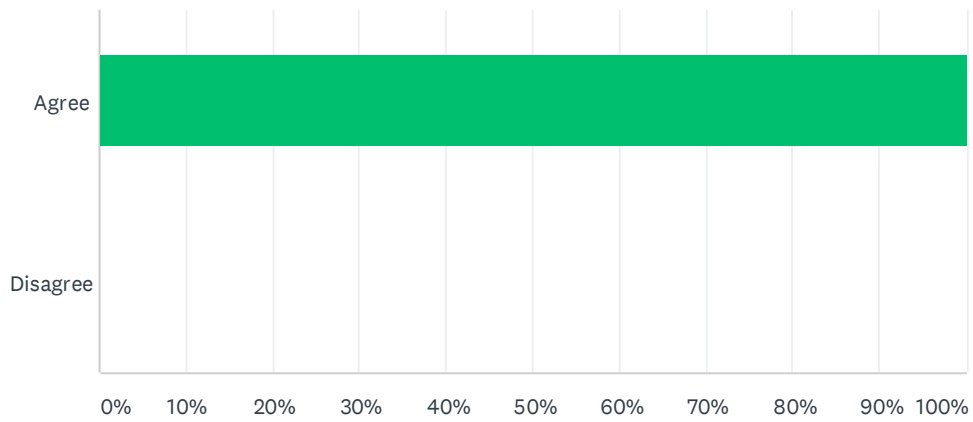


## Q1 I have read the information above and consent to completing this survey

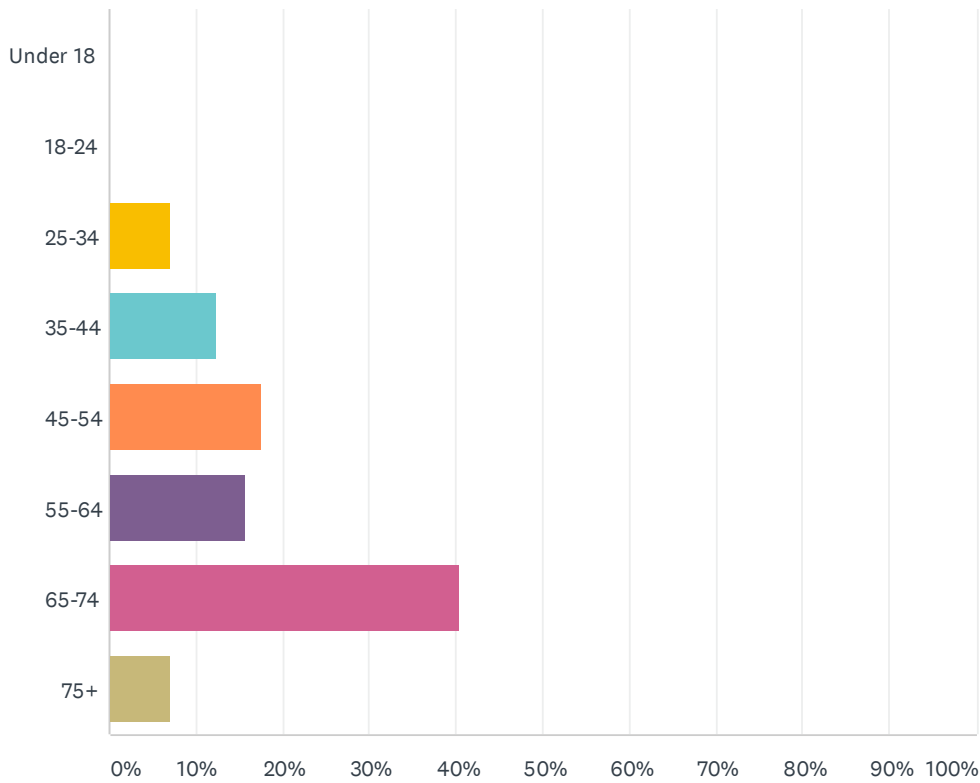
Answered: 56 Skipped: 1



ANSWER CHOICES	RESPONSES	
Agree	100.00%	56
Disagree	0.00%	0
TOTAL		56

## Q2 Please indicate your age bracket:

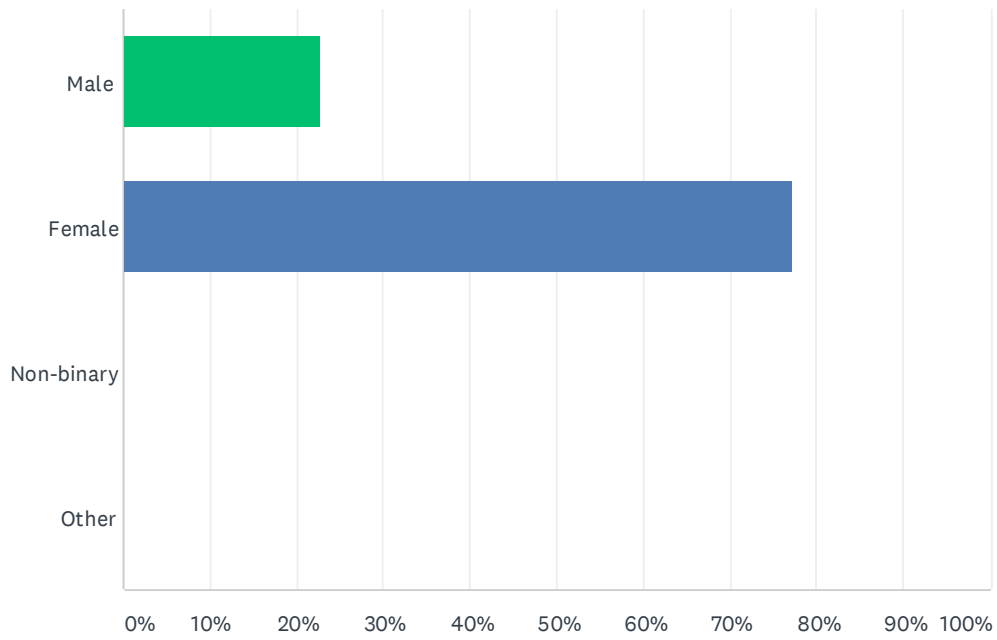
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	7.02%	4
35-44	12.28%	7
45-54	17.54%	10
55-64	15.79%	9
65-74	40.35%	23
75+	7.02%	4
Total Respondents: 57		

### Q3 Do you identify as:

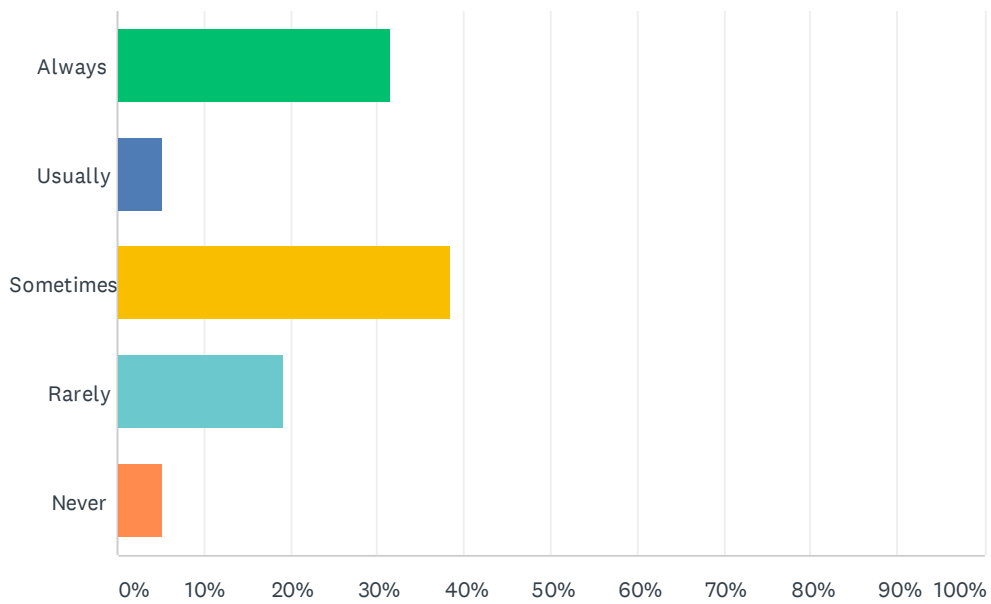
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	22.81%	13
Female	77.19%	44
Non-binary	0.00%	0
Other	0.00%	0
Total Respondents: 57		

## Q4 Do you currently use a bus service to get to or from Norton Canes?

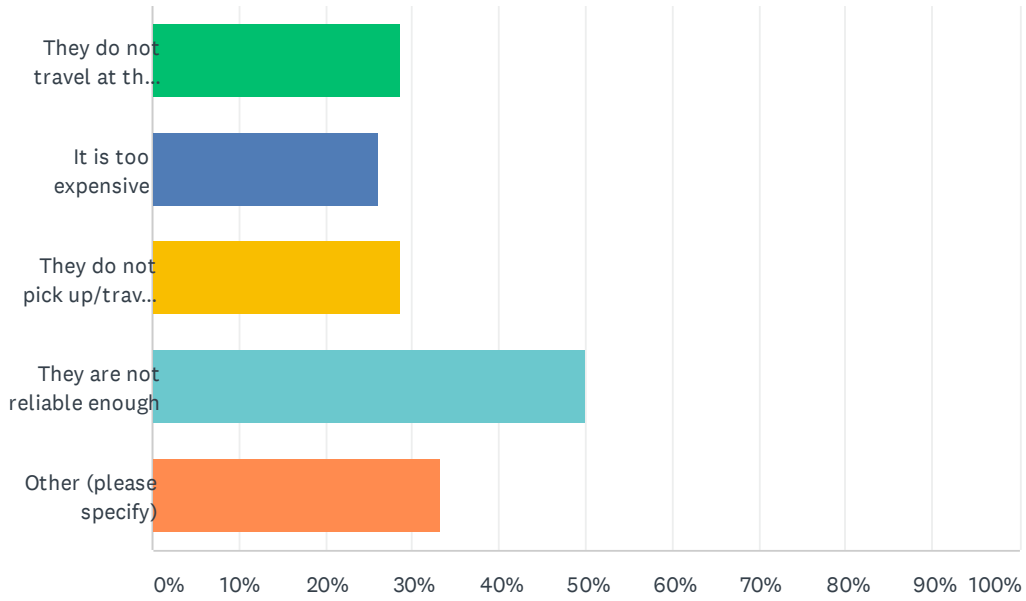
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	31.58%	18
Usually	5.26%	3
Sometimes	38.60%	22
Rarely	19.30%	11
Never	5.26%	3
<b>TOTAL</b>		<b>57</b>

### Q5 If you do not currently use a bus service, please indicate why:

Answered: 42 Skipped: 15



ANSWER CHOICES	RESPONSES	
They do not travel at the times I need	28.57%	12
It is too expensive	26.19%	11
They do not pick up/travel to where I need them to	28.57%	12
They are not reliable enough	50.00%	21
Other (please specify)	33.33%	14
Total Respondents: 42		

## Norton Canes Public Transport Review

#	OTHER (PLEASE SPECIFY)	DATE
1	Not that regular	2/20/2020 12:28 PM
2	If I get a bus to the Cinema I can't get home via the bus as there aren't any running. Also there are no buses on a Sunday, so if Litchfield has a food festival or craft market on a Sunday no transport there or back.	1/13/2020 4:24 PM
3	To expensive and takes to long to get to Walsall for work in mornings.	12/23/2019 9:36 PM
4	ì	12/22/2019 4:50 PM
5	I'm a car owner and work local so can walk to work.	12/22/2019 2:30 PM
6	They never turn up & way too expensive	12/21/2019 8:11 PM
7	I have a car at present but use the buses occasionally and will use more in the future	12/20/2019 8:45 PM
8	People waiting in Brownhills high street some were waiting two hours I waited over a hour to	12/20/2019 7:38 PM
9	I do	12/20/2019 3:52 PM
10	It's a brilliant service to the community	12/20/2019 2:54 PM
11	Always breaking down or dont turn up	12/20/2019 2:28 PM
12	Bus used to travel past Sainsbury's and travel to Hednesford. Could we again have a bus service that takes in these locations? Since timetables have changed,times are a bit confusing.	12/20/2019 2:23 PM
13	Since I live on the Walsall Rd, I have no bus service. I do have a car to get me up to the village to catch a bus, but at the age of 77, I don't like driving to far, I don't mind walking a little way, but I won't always be fit. A new estate is going to be built nearby, but I dare say all will have cars and most will be young people, so I don't think they would need a bus. It would be nice to have a near by bus service to get me into the village. Let's hope some progress is made.	12/10/2019 4:43 PM
14	Have a car	12/10/2019 8:20 AM

## Q6 Please tell us up to three places where you would like bus services to run to/from

Answered: 50 Skipped: 7

ANSWER CHOICES	RESPONSES	
1.	100.00%	50
2.	74.00%	37
3.	60.00%	30

## Norton Canes Public Transport Review

#	1.	DATE
1	Stafford	3/10/2020 12:35 PM
2	Betty's Lane	2/20/2020 12:28 PM
3	Jerome primary	2/20/2020 9:16 AM
4	Sainsburys Cannock	2/19/2020 1:26 PM
5	Lichfield	2/19/2020 6:09 AM
6	Birmingham	2/18/2020 8:15 PM
7	The orbital	2/10/2020 7:30 PM
8	To Sainsbury's and the retail park at Longford Island	2/10/2020 7:26 PM
9	To hednesford town centre	2/10/2020 3:52 PM
10	Cannock	2/10/2020 12:44 PM
11	Norton to train station	2/10/2020 11:36 AM
12	Rugeley	2/10/2020 11:18 AM
13	Walsall	2/8/2020 4:34 PM
14	cannock	2/6/2020 1:49 PM
15	Norton Canes to Birmingham	1/19/2020 3:58 PM
16	Stafford	1/18/2020 9:54 PM
17	Lichfield	1/13/2020 4:24 PM
18	Lichfield	12/25/2019 1:33 PM
19	Norton to Hednesford town	12/23/2019 11:48 PM
20	Walsall	12/23/2019 9:36 PM
21	Up Betty's Lane/ Red Lion Lane to Cannock/ Brownhills.	12/23/2019 4:26 PM
22	Primary school	12/23/2019 9:53 AM
23	Stafford	12/23/2019 9:00 AM
24	Cheslyn Hay	12/22/2019 11:43 PM
25	Cannock (evening/sunday service)	12/22/2019 10:29 PM
26	To Sainsbury's	12/22/2019 4:50 PM
27	Cannock	12/22/2019 2:30 PM
28	Cannock	12/21/2019 11:31 PM
29	Cannock	12/21/2019 8:11 PM
30	Hednesford	12/21/2019 10:28 AM
31	Stafford	12/20/2019 10:13 PM
32	Orbital centre Cannock	12/20/2019 8:08 PM
33	Brownhills to Walsall	12/20/2019 7:38 PM
34	Norton east road	12/20/2019 7:30 PM
35	To Cannock from Walsall Road, Norton Canes	12/20/2019 4:48 PM
36	Wolverhampton	12/20/2019 3:52 PM
37	O	12/20/2019 2:54 PM
38	Cannock	12/20/2019 2:41 PM
39	Cannock	12/20/2019 2:39 PM
40	Red lion lane	12/20/2019 2:28 PM



## Norton Canes Public Transport Review

41	Sainsburys	12/20/2019 2:23 PM
42	Cannock	12/19/2019 7:05 PM
43	Norton to cannock	12/19/2019 11:50 AM
44	Aldridge	12/19/2019 11:11 AM
45	Into the village	12/10/2019 4:43 PM
46	Hednesford	12/10/2019 3:42 PM
47	Sainsburys	12/10/2019 8:20 AM
48	Cannock Orbital	12/9/2019 9:49 PM
49	Norton east road to Aldridge	12/9/2019 9:15 PM
50	Hednesford	12/9/2019 3:15 PM

## Norton Canes Public Transport Review

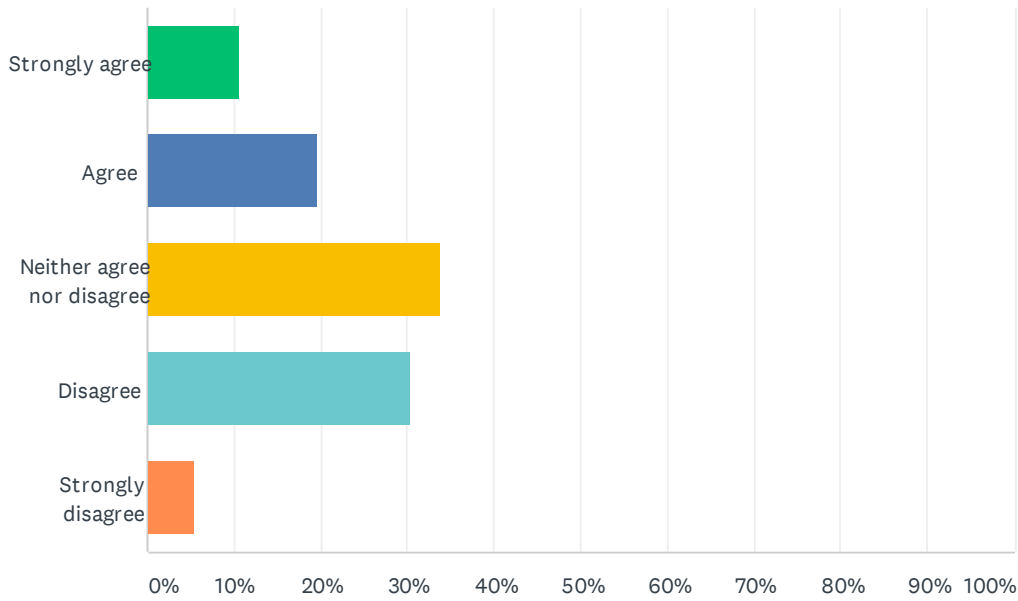
#	2.	DATE
1	Rugeley	3/10/2020 12:35 PM
2	Co op	2/20/2020 12:28 PM
3	Cannock train station	2/20/2020 9:16 AM
4	Lichfield	2/19/2020 1:26 PM
5	Birmingham	2/19/2020 6:09 AM
6	New retail park	2/10/2020 7:30 PM
7	Along Church Road, Norton Canes	2/10/2020 7:26 PM
8	Cannock	2/10/2020 3:52 PM
9	Stafford	2/10/2020 12:44 PM
10	Stafford	2/10/2020 11:18 AM
11	Birmingham	2/8/2020 4:34 PM
12	medical centre	2/6/2020 1:49 PM
13	Lichfield	1/18/2020 9:54 PM
14	Cannock	1/13/2020 4:24 PM
15	Stafford	12/25/2019 1:33 PM
16	Cannock	12/23/2019 9:36 PM
17	Same area as 1 to pick up for Walsall.	12/23/2019 4:26 PM
18	Sutton Coldfield	12/23/2019 9:00 AM
19	Lichfield	12/22/2019 11:43 PM
20	Lichfield	12/22/2019 2:30 PM
21	Via Norton Canes	12/21/2019 11:31 PM
22	Brownhills	12/21/2019 8:11 PM
23	Rugeley	12/21/2019 10:28 AM
24	Norton	12/20/2019 10:13 PM
25	Tamworth	12/20/2019 8:08 PM
26	Brownhills Road	12/20/2019 7:30 PM
27	To Sainsbury's from Walsall Road, Norton Canes	12/20/2019 4:48 PM
28	Birmingham	12/20/2019 3:52 PM
29	Walsall	12/20/2019 2:41 PM
30	Walsall	12/20/2019 2:39 PM
31	Norton east	12/20/2019 2:28 PM
32	Hednesford	12/20/2019 2:23 PM
33	Staff	12/19/2019 7:05 PM
34	Norton to heathhayes	12/19/2019 11:50 AM
35	Wolverhampton	12/10/2019 8:20 AM
36	Norton to tamworth	12/9/2019 9:15 PM
37	Sainsburys orbital centre	12/9/2019 3:15 PM

## Norton Canes Public Transport Review

#	3.	DATE
1	Wolverhampton	3/10/2020 12:35 PM
2	Norton East Lane	2/20/2020 12:28 PM
3	Cannock	2/19/2020 1:26 PM
4	Tamworth	2/19/2020 6:09 AM
5	Rugeley	2/10/2020 7:30 PM
6	Walsall via Brownhills, Pelsall and Bloxwich	2/10/2020 7:26 PM
7	Walsall	2/10/2020 3:52 PM
8	Rugeley	2/10/2020 12:44 PM
9	Wolverhampton	2/10/2020 11:18 AM
10	McArthur Glen West Midlands	2/8/2020 4:34 PM
11	brownhills	2/6/2020 1:49 PM
12	Tamworth	1/18/2020 9:54 PM
13	Walsall	1/13/2020 4:24 PM
14	Cannock	12/25/2019 1:33 PM
15	Wolverhampton	12/23/2019 9:36 PM
16	Straight through service from Cannock to Birmingham like Harper's did.	12/23/2019 4:26 PM
17	Walsall	12/22/2019 11:43 PM
18	Walsall	12/22/2019 2:30 PM
19	To Sainsbury's	12/21/2019 11:31 PM
20	Walsall	12/21/2019 8:11 PM
21	Pelsall	12/20/2019 10:13 PM
22	Jerome Road	12/20/2019 7:30 PM
23	To Brownhills and Walsall from Walsall Road Norton Canes	12/20/2019 4:48 PM
24	Tamworth	12/20/2019 3:52 PM
25	Outlet village	12/20/2019 2:41 PM
26	Outlet village	12/20/2019 2:39 PM
27	Huntington	12/19/2019 7:05 PM
28	Norton to walsall	12/19/2019 11:50 AM
29	Lichfield	12/10/2019 8:20 AM
30	Norton to walsall	12/9/2019 9:15 PM

## Q7 Last time you used a bus service in or around Norton Canes, did you think it was good value for money?

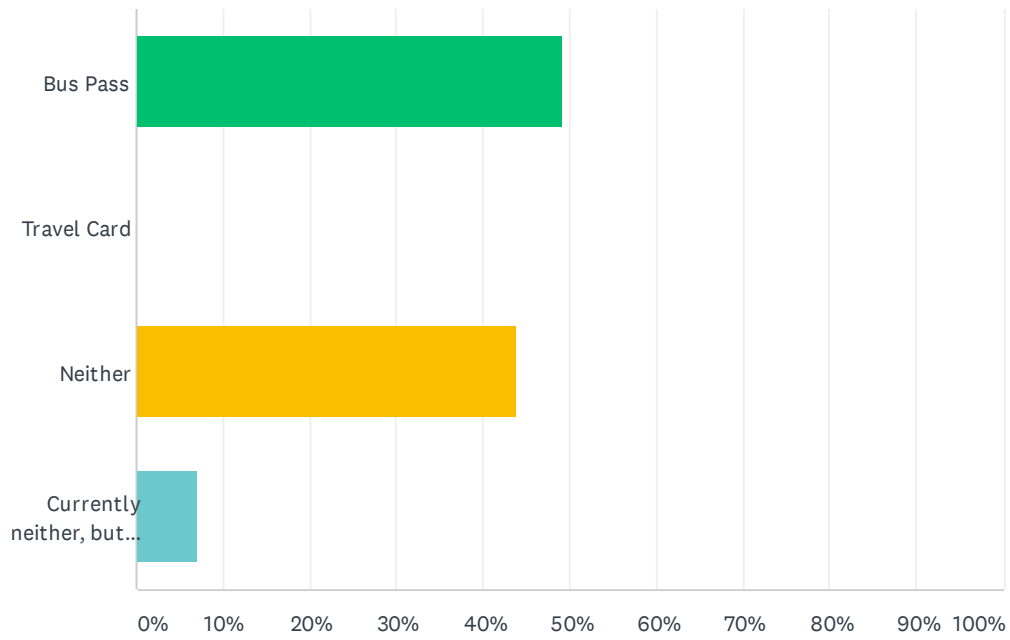
Answered: 56 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	10.71%	6
Agree	19.64%	11
Neither agree nor disagree	33.93%	19
Disagree	30.36%	17
Strongly disagree	5.36%	3
<b>TOTAL</b>		<b>56</b>

## Q8 Do you use a bus pass or travel card?

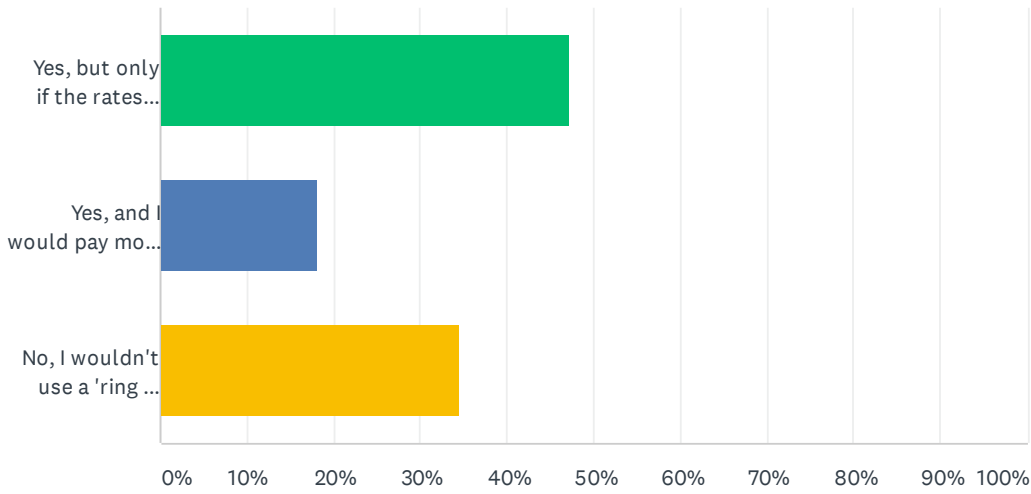
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Bus Pass	49.12%	28
Travel Card	0.00%	0
Neither	43.86%	25
Currently neither, but I would if a travel card offered discounts for regular travel	7.02%	4
<b>TOTAL</b>		<b>57</b>

## Q9 Would you use a 'ring and ride' service if this were made available in Norton Canes?

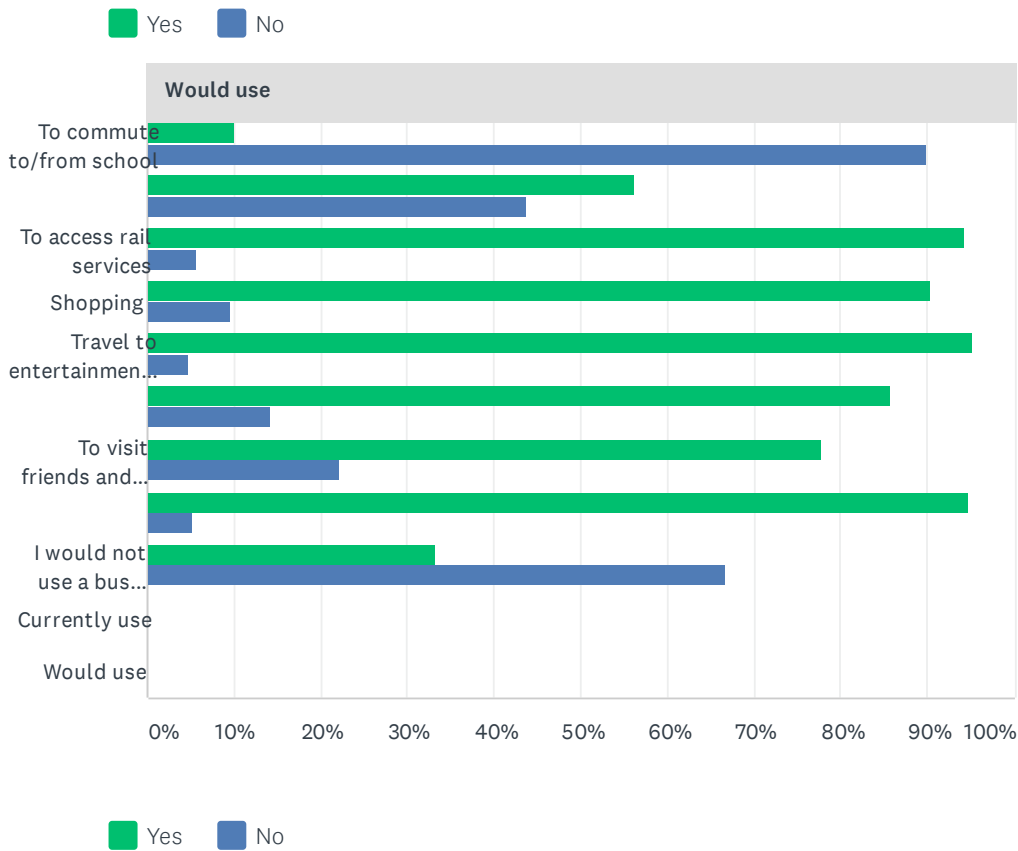
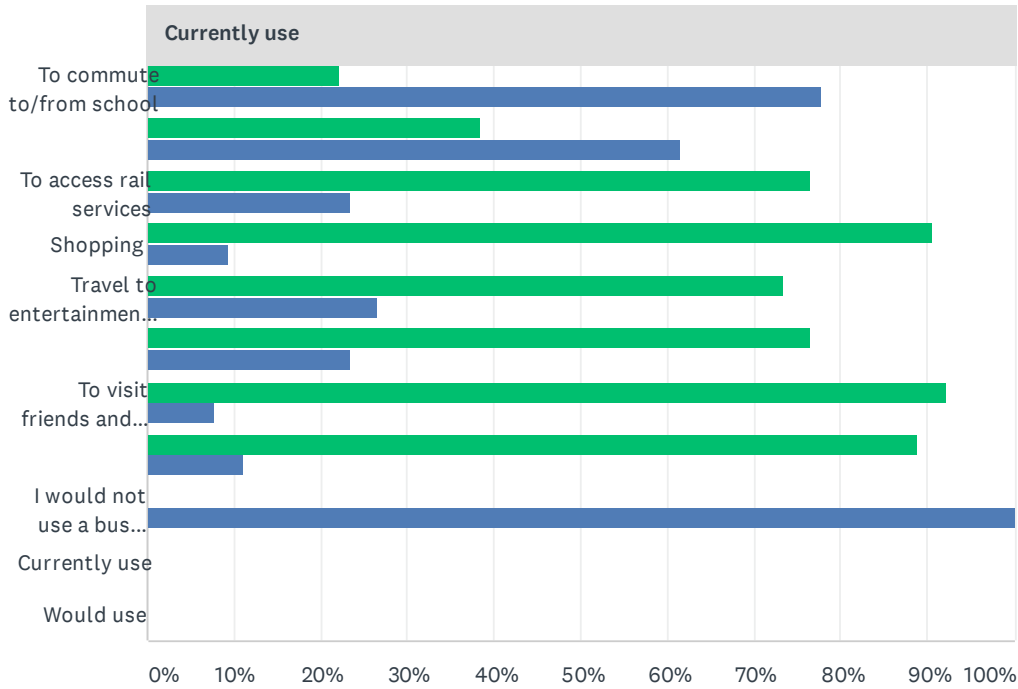
Answered: 55 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, but only if the rates were the same or less than current fares	47.27%	26
Yes, and I would pay more for an on-demand service	18.18%	10
No, I wouldn't use a 'ring and ride' service	34.55%	19
<b>TOTAL</b>		<b>55</b>

# Q10 Tell us what you currently use a bus service for, or would use a bus service for if it were available at the times/frequency needed?

Answered: 52 Skipped: 5



Norton Canes Public Transport Review

Currently use			
	YES	NO	TOTAL
To commute to/from school	22.22% 2	77.78% 7	9
To commute to/from work	38.46% 5	61.54% 8	13
To access rail services	76.47% 13	23.53% 4	17
Shopping	90.63% 29	9.38% 3	32
Travel to entertainment venues	73.33% 11	26.67% 4	15
To access social clubs / activity clubs / recreation activities	76.47% 13	23.53% 4	17
To visit friends and family	92.31% 24	7.69% 2	26
To access health services	88.89% 16	11.11% 2	18
I would not use a bus service	0.00% 0	100.00% 4	4
Currently use	0.00% 0	0.00% 0	0
Would use	0.00% 0	0.00% 0	0
Would use			
	YES	NO	TOTAL
To commute to/from school	10.00% 1	90.00% 9	10
To commute to/from work	56.25% 9	43.75% 7	16
To access rail services	94.44% 17	5.56% 1	18
Shopping	90.48% 19	9.52% 2	21
Travel to entertainment venues	95.24% 20	4.76% 1	21
To access social clubs / activity clubs / recreation activities	85.71% 18	14.29% 3	21
To visit friends and family	77.78% 14	22.22% 4	18
To access health services	94.74% 18	5.26% 1	19
I would not use a bus service	33.33% 1	66.67% 2	3
Currently use	0.00% 0	0.00% 0	0
Would use	0.00% 0	0.00% 0	0

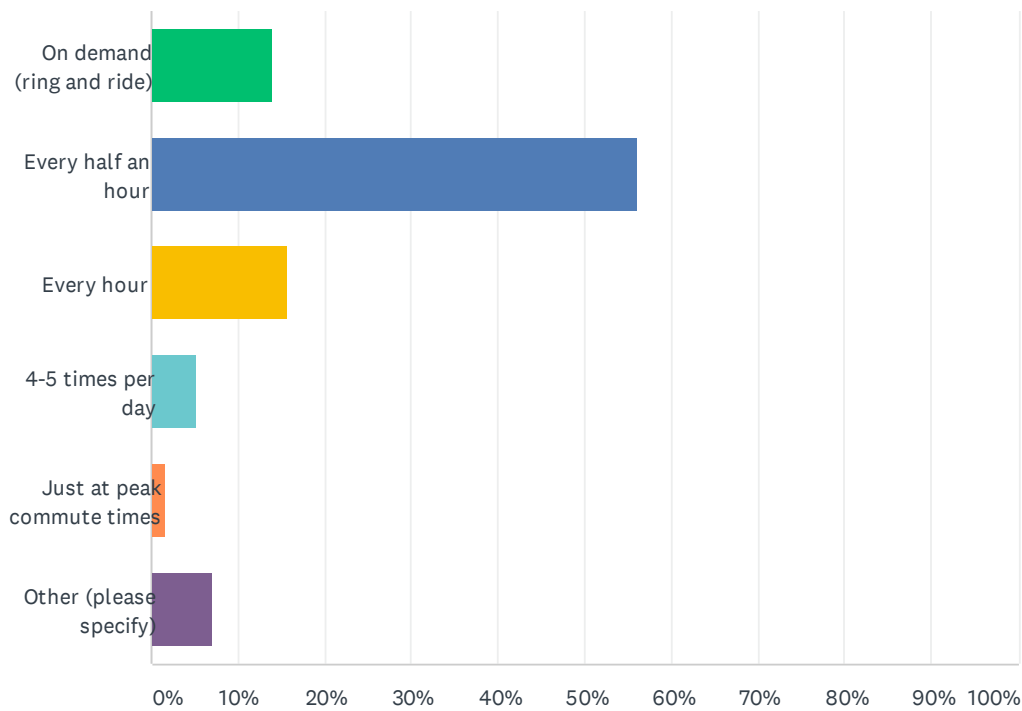


## Norton Canes Public Transport Review

#	OTHER (PLEASE SPECIFY)	DATE
1	Business	2/8/2020 4:34 PM
2	To get to Litchfield, Cannock and Walsall	1/13/2020 4:24 PM
3	I drive currently	12/22/2019 11:43 PM

## Q11 How frequent do you think bus services should run?

Answered: 57 Skipped: 0

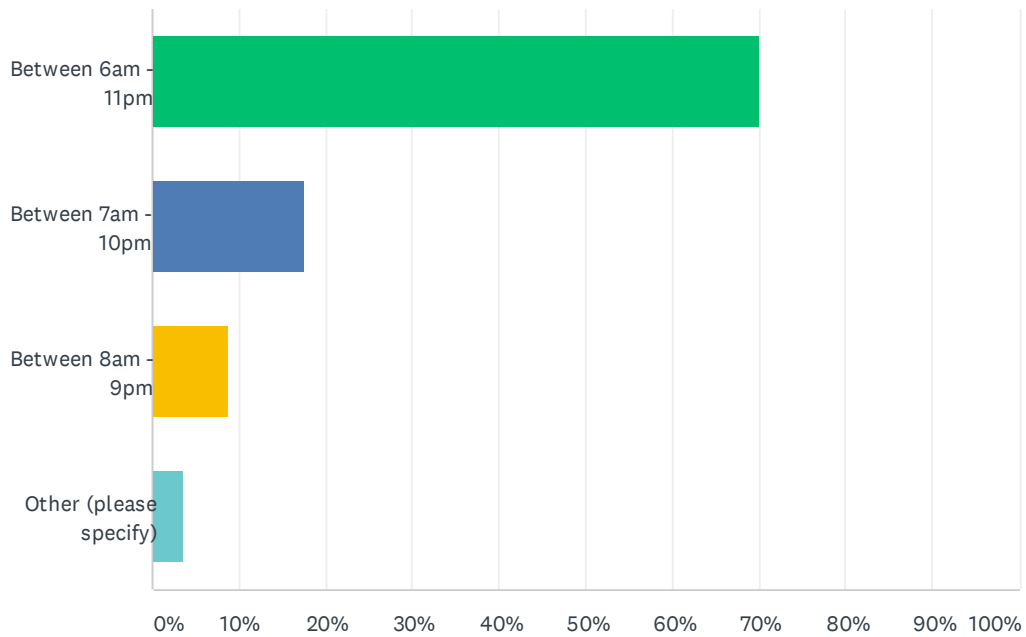


ANSWER CHOICES	RESPONSES	
On demand (ring and ride)	14.04%	8
Every half an hour	56.14%	32
Every hour	15.79%	9
4-5 times per day	5.26%	3
Just at peak commute times	1.75%	1
Other (please specify)	7.02%	4
<b>TOTAL</b>		<b>57</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	On Sundays	2/10/2020 7:30 PM
2	I	12/23/2019 9:36 PM
3	Just turn up when they suppose to & not divert when running late so waiting in the rain for next one.	12/19/2019 11:11 AM
4	The village has a good bus service to Cannock, Lichfield, Walsall. It's just getting into the village where I lack a service.	12/10/2019 4:43 PM

## Q12 What times should buses run?

Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Between 6am - 11pm	70.18%	40
Between 7am - 10pm	17.54%	10
Between 8am - 9pm	8.77%	5
Other (please specify)	3.51%	2
<b>TOTAL</b>		<b>57</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Although I don't now work the opportunity to use the bus is a must for young people not old enough to drive or cannot afford a car.	12/23/2019 4:26 PM
2	7.30 am to 6pm	12/20/2019 2:54 PM

**Q13 Please tell us anything else you would like us to consider with regards public transport services in and around Norton Canes**

Answered: 34 Skipped: 23

## Norton Canes Public Transport Review

#	RESPONSES	DATE
1	None	3/10/2020 12:35 PM
2	To go to the out of town shopping malls! No direct bus from the village. Cost From 50p to max £3.00	2/20/2020 12:28 PM
3	The buses should link up with trains. The buses should be regular until later. It should be cheaper to go by bus than by car.	2/20/2020 9:16 AM
4	More transport at the weekends	2/19/2020 1:26 PM
5	For drivers not to be rushed for time so they don't drive like idiots	2/18/2020 8:15 PM
6	Cant think of anything	2/10/2020 7:30 PM
7	After a relative suffered a very bad experience with Arriva, and Arrivas poor attitude towards providing a decent public service to our village, personally I would prefer a different company to service our village	2/10/2020 7:26 PM
8	Services to run around the estates like they do elsewhere	2/10/2020 3:52 PM
9	Shelters would be nice	2/10/2020 11:36 AM
10	Cheaper and more frequent!	2/10/2020 11:18 AM
11	I am Head of Business Development for Centrebus Limited and would welcome the opportunity to discuss provision of bus services for Norton Canes and achieve modal shift from car to bus.	2/8/2020 4:34 PM
12	buses that always arrive	2/6/2020 1:49 PM
13	If you want to go into Cannock for the Cinema ,Theatre , or a drink with friends via the bus, there is no services to take you home, as I found when I went to the Cinema and tried to get a bus home and it was only about 8pm. How is Cannock town centre business supposed to survive, with no bus service.	1/13/2020 4:24 PM
14	Would be appreciated if one run to the new designer outlet	12/25/2019 1:33 PM
15	Buses to actually turn up as often been left in the cold with a young child and elderly relative when they don't come/are running late and don't go down the actual bus route.	12/24/2019 11:02 AM
16	Bus to Walsall takes to long. 40 mins from norton. A later bus from Walsall. Sunday timetable	12/23/2019 9:36 PM
17	I wish we had a rail ink here. That's not going to happen.... so a bus service with more pick up points would mean a lot to many people.	12/23/2019 4:26 PM
18	School buses as none till 9 when got to be in school	12/23/2019 9:53 AM
19	I have used the buses in order to take my daughter to optician appointments in Brownhills, on the way there the one time the bus was 50 minutes late meaning we were late for her appointment, the bus driver blamed the local school traffic but I tracked it on the app and it was still in Cannock when it should have been in Norton. For another appointment we were catching the bus back to norton and again the bus was late by about 40 minutes meaning I was late to pick my son up from school and had to call somebody else to collect him for me. Reliability is terrible!!!	12/23/2019 9:00 AM
20	If a bus is running late from lichfield, it cuts out norton Canes and comes out at five ways. Although I try to catch the bus earlier than I need, this stunt results in me being late for work as I have to wait an additional 30+ mins for the next one	12/22/2019 10:29 PM
21	There are many old people who live in this area and a trip out to shops is a social outing for some of them.	12/22/2019 2:30 PM
22	Extra services from the station street area	12/21/2019 11:31 PM
23	Better service, earlier & later running times & BE ON TIME!	12/21/2019 8:11 PM
24	Sunday bus service nothing on Sunday and on time would be good	12/21/2019 10:28 AM
25	More buses on late people without cars can't travel	12/20/2019 10:13 PM
26	Bringing back free travel for senior citizens before 9.30	12/20/2019 8:08 PM
27	People who work late nights in a pub or supermarket	12/20/2019 7:35 PM
28	There not reliable	12/20/2019 3:52 PM

## Norton Canes Public Transport Review

29	I work for the bus service and work around norton canes, it's a pity cause no one uses this service to make it viable to run, with all the properties going up in the village that isn't no more a village and every one has at least 2 cars and probley don't even work in the surrounding area to support our so called village, the bus very often runs With hardly anyone on it, how can it pay??? You fought to have a service around norton green lane, where are the people who signed the petition for this service cause no one uses it to Cannock or Walsall only to the village and back to which I understand, but where is every one else, I ask you ????	12/20/2019 2:54 PM
30	More reliable services	12/20/2019 2:28 PM
31	Every half hour to Walsall	12/20/2019 1:30 PM
32	To have drivers that can drive.. Bcoz there's to many drivers that don't think of there passengers when driving to fast so taking comers to quick & causing accidents.	12/19/2019 11:11 AM
33	I have already explained	12/10/2019 4:43 PM
34	Reliability	12/9/2019 9:15 PM