

Colchester Travel Plan Club's Bus Users' Satisfaction Survey

We want to know more about how you, as a regular bus user for your journey to work or study, find bus services in Colchester.

Your feedback will be very useful in helping us:

- promote the bus to non bus users or identify the barriers to get more people to use the bus
- share the results with local bus operators to highlight the good points about their services and the areas they need to concentrate on improving.
- give feedback to the highways authority on problem areas within their remit and how local bus services are viewed

This questionnaire will take 7 - 15 minutes to complete depending on your answers. Please complete the survey by the 13 May 2013.

If you want to know more about why we are carrying out this survey, please visit www.colchestertravelplanclub.co.uk email travel.plan.club@colchester.gov.uk or call 01206 506476.

Q1 Which bus providers do you regularly use for your journey to work/study?

(Please tick all that apply)

- First Group
- Network Colchester
- Hedingham
- Chambers
- Cedrics
- Other
- Please specify 'Other'

Q2 Which bus numbers do you generally use?

Q3 Does your journey to work/study require more than one bus?

- No Yes

Q4 What is your occupation?

- Full time employment..... Student
- Part time employment.....

Q5 Which organisation do you work for or study at?

- Colchester Borough Council
- Colchester General Hospital
- Colchester Institute
- Colchester 6th form College
- Please specify 'Other'
- Essex County Hospital.....
- University of Essex
- Other.....

Q6 What type of ticket do you most frequently use?

(Please tick only one)

- 12-journey carnet.....
- Colchester Borough Card season ticket .
- Day rover
- First all Essex season ticket
- First inner zone season ticket
- Free pass
- Please specify 'Other'
- Network Colchester season ticket
- Return ticket
- Single ticket
- Uni Card
- Other.....

Q7 If you use a season ticket, what length do you usually purchase?

- Weekly
- Monthly.....
- Quarterly.....
- Six-monthly.....
- Annual
- N/A

Q8 What is the main reason you use the bus to get to work or your studies?

(Please tick only one)

- Bad weather
- Carrying heavy bags/shopping
- Feel safer.....
- More convenient than car
- No other option
- Personal preference
- Please specify 'Other'
- Short of time
- To avoid drinking and driving
- Too far to walk/cycle
- Travelling with children/other dependents.....
- Use instead of second car
- Other reasons

Q9 Colchester Travel Plan Club members receive a discount on their bus travel. Would you use the bus if you didn't receive a discount?

- Yes
- No
- Maybe
- I don't get a discount.....

N4 The following sections will ask you to rate different aspects of your experience using the bus

Q10 Please indicate who you consider to be the most important bus operator for your journey to work/study

Please answer the following questions about the specific bus operator you have selected below.

(If you use more than one bus operator you will have the chance to answer the same questions later on)

First Group.....	<input type="checkbox"/>	Chambers.....	<input type="checkbox"/>
Network Colchester	<input type="checkbox"/>	Cedrics	<input type="checkbox"/>
Heddingham	<input type="checkbox"/>	Other.....	<input type="checkbox"/>
Please specify 'Other'		<input type="text"/>	

Reliability

Q11 Have you experienced your bus being late?

Yes No

Q12 How late would you estimate your bus is on average on your journey to work/study?

Less than 5 minutes	<input type="checkbox"/>	More than 15 minutes.....	<input type="checkbox"/>
5-10 minutes.....	<input type="checkbox"/>	Does not show up at all	<input type="checkbox"/>
10-15 minutes.....	<input type="checkbox"/>		

Q13 What percentage of the journeys would you estimate your bus is late on your journey to work/study?

Less than 30%.....	<input type="checkbox"/>	50-75%	<input type="checkbox"/>
30-50%	<input type="checkbox"/>	Over 75%.....	<input type="checkbox"/>

Q14 How late would you estimate your bus is on average on your journey from work/study?

Less than 5 minutes	<input type="checkbox"/>	More than 15 minutes.....	<input type="checkbox"/>
5-10 minutes.....	<input type="checkbox"/>	Does not show up at all	<input type="checkbox"/>
10-15 minutes.....	<input type="checkbox"/>		

Q15 What percentage of the journeys would you estimate your bus is late on your journey from work/study?

Less than 30%.....	<input type="checkbox"/>	50-75%	<input type="checkbox"/>
30-50%	<input type="checkbox"/>	Over 75%.....	<input type="checkbox"/>

Q16 How satisfied are you generally with the punctuality of your bus?

Very dissatisfied.....	<input type="checkbox"/>	Neutral	<input type="checkbox"/>	Very satisfied	<input type="checkbox"/>
Dissatisfied	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>		

Q17 Which of these would you class as the most frequent factor in increasing the length of your bus journey?






(Please tick only one)

- | | | | |
|-------------------------------------|--------------------------|---|--------------------------|
| Congestion/traffic jams | <input type="checkbox"/> | Bus waiting too long at bus stops | <input type="checkbox"/> |
| Road works..... | <input type="checkbox"/> | Time passengers took to board | <input type="checkbox"/> |
| Bus driver driving too slowly | <input type="checkbox"/> | Other..... | <input type="checkbox"/> |
| Poor weather conditions | <input type="checkbox"/> | | |

Please specify 'Other'

Q18 In regards to the local services provided by my main bus operator, I am generally satisfied with the following:

(Please move the slide bar accordingly)

- | | Strongly agree | Agree | Neutral | Disagree | Strongly disagree | NA |
|--|---|---|---|---|---|--------------------------|
| |  |  |  |  |  | |
| Ease of getting to local amenities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Connections with other forms of public transport | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The time when buses start running in the morning..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The time when buses stop running in the evening | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q19 Between 17 March 2013 and 21 April 2013, restrictions were imposed on access to the High Street for private cars and delivery vehicles between 11am-6pm, plus North Hill was made a bus only lane southbound. While these changes were in place, did they make a positive difference to your bus journey?

- | | |
|-----------------------------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No, it had a negative effect..... | <input type="checkbox"/> |
| It made no difference | <input type="checkbox"/> |

Q20 In what way did they improve your journey?

(Please tick only one)

- | | |
|---|--------------------------|
| My buses ran better in the mornings | <input type="checkbox"/> |
| My buses ran better in the evenings..... | <input type="checkbox"/> |
| My buses ran better at all times | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

Please specify 'Other'

Q21 In what way did they affect your journey?

(Please tick only one)

My buses ran worse in the mornings.....

My buses ran worse in the evenings

My buses ran worse at all times






Other

Please specify 'Other'

Q22 Please write in any additional comments on the reliability of buses and/or explain your answers above:

Bus drivers and quality of driving






Q23 I am generally happy with the following:
(Please move the slide bar accordingly)

	Strongly agree 	Agree 	Neutral 	Disagree 	Strongly disagree 	NA
How near the kerb/stop the bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drivers' appearance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The greeting/welcome from the drivers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness and attitude of drivers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoothness and freedom from jolting.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The safety of driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it takes to board a bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Please give any additional comments on bus drivers and quality of driving and/or explain your answers above:

Bus stops

Q25 When looking at the bus stops I use *in the town centre*, I am generally satisfied with:
(Please move the slide bar accordingly)

	Strongly agree 	Agree 	Neutral 	Disagree 	Strongly disagree 	NA
Timetable information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shelters.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seating area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26 When looking at the bus stops I use *outside the town centre*, I am generally satisfied with:

(Please move the slide bar accordingly)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
Timetable information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shelters.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seating area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 How easy do you find it to navigate and/or understand the timetables at the bus stops?

(Ranging from 1=very difficult to 5=very easy)

	Very easy	Easy	Neutral	Difficult	Very difficult
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28 In regards to the new bus station on Osborne Street, with which statement do you agree the most?






It has had a positive impact on my bus travel.....	<input type="checkbox"/>
I am neither satisfied nor dissatisfied with it	<input type="checkbox"/>
It has had a negative impact on my bus travel	<input type="checkbox"/>
Not applicable.....	<input type="checkbox"/>

Q29 Please type in any additional comments on bus stops and/or explanations for your answers above:

The vehicle

Q30 I am generally satisfied with:

(Please move the slide bar accordingly)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	NA
						
Display of route number and destination.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness and conditions outside the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease getting on and off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness and condition of the bus interior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The info provided inside the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q31 Rate how useful you would find the following on a bus (where 1 is not useful and 5 is very useful)

(Please move the slide bar accordingly)

	1	2	3	4	5
Details of how to make a complaint if you had one	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio announcements e.g. saying the next bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An electronic display e.g. showing the next bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about tickets/fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A timetable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smartcard swipe pass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q32 Please type in any additional comments on the vehicle and/or explain your answers above:

Q33 Would you like to repeat the same questions for another bus provider that you use?

Yes No

N9

Reliability

Q34 Please indicate what bus provider you will be answering the following questions in relation to (must be different from your main one)

First Group

Network Colchester

Hedingham

Chambers

Other

Please specify 'Other'

Q35 Have you experienced your bus being late?

Yes

No

Q36 How late would you estimate your bus is on average on your journey to work/study ?

Less than 5 minutes

5-10 minutes

10-15 minutes

More than 15 minutes

Does not show up at all

Q37 What percentage of the journeys would you estimate your bus is late on the journey to work/study?

Less than 30% 50-75%

30-50% Over 75%

Q38 How late would you estimate your bus is on average on your journey from work/study ?

Less than 5 minutes

5-10 minutes

10-15 minutes

More than 15 minutes

Does not show up at all

Q39 What percentage of the journeys would you estimate your bus is late on the journey from work/study?

Less than 30% 50-75%

30-50% Over 75%






Q40 How satisfied are you generally with the punctuality of your bus?

Very poor OK Very good

Poor Good

Q41 In regards to the local services, I am generally satisfied with the following:

(Please move the slide bar accordingly)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	NA
						
Ease of getting to local amenities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other forms of public transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time when buses start running in the morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time when buses stop running in the evening.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q42 Which of these would you class as the most frequent factor in increasing the length of your bus journey?






(Please tick only one)

Congestion/traffic jams	<input type="checkbox"/>	Poor weather conditions	<input type="checkbox"/>
Road works.....	<input type="checkbox"/>	Bus waiting too long at bus stops	<input type="checkbox"/>
Bus driver driving too slowly	<input type="checkbox"/>	Time passengers took to board	<input type="checkbox"/>

Bus drivers and quality of driving

Q43 I am generally happy with the following:






(Please move the slide bar accordingly)

	Strongly agree 	Agree 	Neutral 	Disagree 	Strongly disagree 	NA
How near the kerb/stop the bus stops.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drivers' appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The greeting/welcome from the drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness and attitude of drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoothness and freedom from jolting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The safety of driving.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it takes to board a bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The vehicle

Q44 I am generally satisfied with:

(Please move the slide bar accordingly)

	Strongly agree 	Agree 	Neutral 	Disagree 	Strongly disagree 	NA
Display of route number and destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness and conditions outside the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease getting on and off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness and condition of the bus interior.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The info provided inside the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q45 Please give us any other comments you might have about travelling with this particular bus operator/explain your answers above.

Do other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journeys?

Yes.....

No

Sometimes.....

Prefer not to say.....

Q47 Please write in any other general comments you might have about your travelling by bus experience

Q54 Please give us your email address:

N14 Thanks for taking part in this survey.

We will publish the results on www.colchestertravelplanclub.co.uk following analysis in late May.