

8. How satisfied are you with the following aspects of the bus service?

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know or not applicable to
a The facilities and car park where I board the service						
b How close the service gets to where I want to go in the city centre						
c The price of the ticket for single and return trips						
d The price of the ticket for daily/ weekly travel						
e The condition and cleanliness of the inside of the bus						
f The condition and cleanliness of the outside of the bus						
g My safety and security on the bus						
h My interaction with the bus driver/ Park & Ride site supervisor						
i The ease of getting on and off the bus						
j The information which is available about the service						
k The frequency of the service						
l The reliability of the service						
m The level of service provided in the evenings						
n The level of service provided on Sundays						
o The ease of getting a seat on the bus						
p The ease of getting a space for a buggy or wheelchair on the bus						
q The ease of finding space for my shopping on the bus						
r The seating and comfort of the bus						
s The bus stops outside the city centre						
t The bus stops in the city centre						
u The speed of the bus service						
v Other (please state)						

1

2

3

4

5

6

9. If the park and ride was not available for your journey today, what would you do?
I would:

Not travel at all		1
Travel to somewhere else (e.g. Harrogate/ Leeds/ Selby)		2
Drive into York		3
Use a local bus (e.g. the number 12)		4
Cycle for my trip		5
Walk for my trip		6
Take a taxi for my trip		7
Other (please state)		8

10. If you started your bus journey from the P&R site, how did you get there?

Car		1
Car passenger		2
Lift to site		3
Cycle		4
Walk		5
Motorbike		6
Camper van		7
Other (please state)		8

10. Please tell us your home postcode _____

11. Are you: (please tick)

Male		1
Female		2

13. Do you have a disability which affects how you use the bus?

Yes		1
No		2

Go to question 14

Go to question 15

12. Please tell us your age: (please tick)

0-15		1	20-25		3	45-65		5
16-19		2	26-44		4	Over 65		6

14. Please tell us how it effects your bus use:

15. The City of York Council may wish to undertake some focus group research about developing the bus network. Please tell us your name and phone number if you would like to be considered for inclusion in the focus groups:

Name _____ a

Address _____ b

Contact phone number _____ c