

Gloucester City Dial-a-Ride - Passenger Survey 2004



I hope you will be able to find a few minutes to help us carry out this passenger survey. We would like to know your views to help us continually improve our service to you.

1. Current service

How good or bad do you rate each of the following aspects associated with Gloucester City Dial-a-Ride? (please tick the box that applies for each aspect)

	Good	Satisfactory	Poor
Booking hours (9.30am – 1.30pm, Mon – Fri)			
Booking journeys for the times you want to travel			
Helpfulness of our staff			
Punctuality and reliability of the service			
Safety and security when travelling			

How often do you currently travel with Gloucester City Dial-a-Ride? (please tick one box)

Once a year	Once a month	Twice a month	Once a week	More than once a week

Would you like to travel with Gloucester City Dial-a-Ride more often?

Yes / No (please circle as appropriate)

If No what would have to improve for you to consider using it more?
(please tick all that apply)

Attitude of the staff	
Booking facilities	
Cost of the journey	
Having an escort to travel with	
Punctuality and reliability	
Running scheduled services to supermarkets and other shops	
Length of time spent on the bus	
Travel destinations	
Travel times available	
Nothing	

2. Service Development

Gloucester City Dial-a-Ride currently runs between 9am-5pm, Monday to Friday. What other times would you like the service to be available? (please tick all relevant boxes)

Monday evening	<input type="checkbox"/>	Tuesday evening	<input type="checkbox"/>	Wednesday evening	<input type="checkbox"/>
Thursday evening	<input type="checkbox"/>	Friday evening	<input type="checkbox"/>	Saturday 9am-5pm	<input type="checkbox"/>
Saturday evening	<input type="checkbox"/>	Sunday 9am-5pm	<input type="checkbox"/>	Sunday evening	<input type="checkbox"/>
Other (please specify)					

If you selected additional times for the service to operate at, what would you want to do at those new times? (please tick all relevant boxes)

Shopping	<input type="checkbox"/>	Meeting with family and friends	<input type="checkbox"/>
Health appointments	<input type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>

Other.....

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You can currently make bookings by phone. Would you like to make bookings in another way? Yes / No (if YES please tick all relevant boxes below)

Fax	<input type="checkbox"/>	Post	<input type="checkbox"/>
Text (Mobile phone)	<input type="checkbox"/>	E-mail	<input type="checkbox"/>
Other (please detail)			

Gloucester City Dial-a-Ride occasionally organises trips, eg Tewkesbury Market. Should the service provide more trips?

Yes / No (please circle as appropriate)

If you circled Yes where would you like to go? (please tick all relevant boxes)

Tewkesbury Market	<input type="checkbox"/>	Cheltenham Town Centre	<input type="checkbox"/>
Gloucester Carnival	<input type="checkbox"/>	Canal Boats at the Willow Trust	<input type="checkbox"/>
Newent	<input type="checkbox"/>	Walsall Lights	<input type="checkbox"/>
Westbury Court Garden	<input type="checkbox"/>	Other (please detail below)	<input type="checkbox"/>

Other.....

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Where is the best place for Gloucester City Dial-a-Ride to promote itself? (please tick ONE box only)

Local newspaper (eg The Citizen)		Council newspaper (eg In Gloucestershire)	
Community newsletters		Fliers / leaflets in the post	
Local radio		Local television	
Fliers / leaflets in Gloucester shops		Fliers / leaflets in public buildings	

3. About you (please circle as appropriate)

Gender

Male / Female

Age

Under 18 / 18-30 / 31-45 / 46-60 / 61-75 / Over 75

Ethnic origin – what is your ethnic group? (please choose ONE section and circle your cultural background)

- **White** – British / Irish / Other White (please specify)
- **Mixed** – White and Black Caribbean / White and Black African / White and Asian / Other Mixed (please specify).....
- **Asian or Asian British** – Indian / Pakistani / Bangladeshi / Other Asian (please specify).....
- **Black or Black British** – Caribbean / African / Other Black (please specify).....
- **Chinese or other Ethnic Group** – Chinese / Other Ethnic Group (please specify)

Do you use a wheelchair?

Yes / No

Do you own a Blue (formerly Orange) Parking Badge?

Yes / No

AND FINALLY.....

Is there anything else you would like to tell us, or suggest, about Gloucester City Dial-a-Ride?

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WE SHOULD BE GRATEFUL IF YOU COULD COMPLETE AND RETURN THIS FORM, IN THE REPLY PAID ENVELOPE, BY 31 MARCH 2004.

MANY THANKS FOR YOUR TIME.

