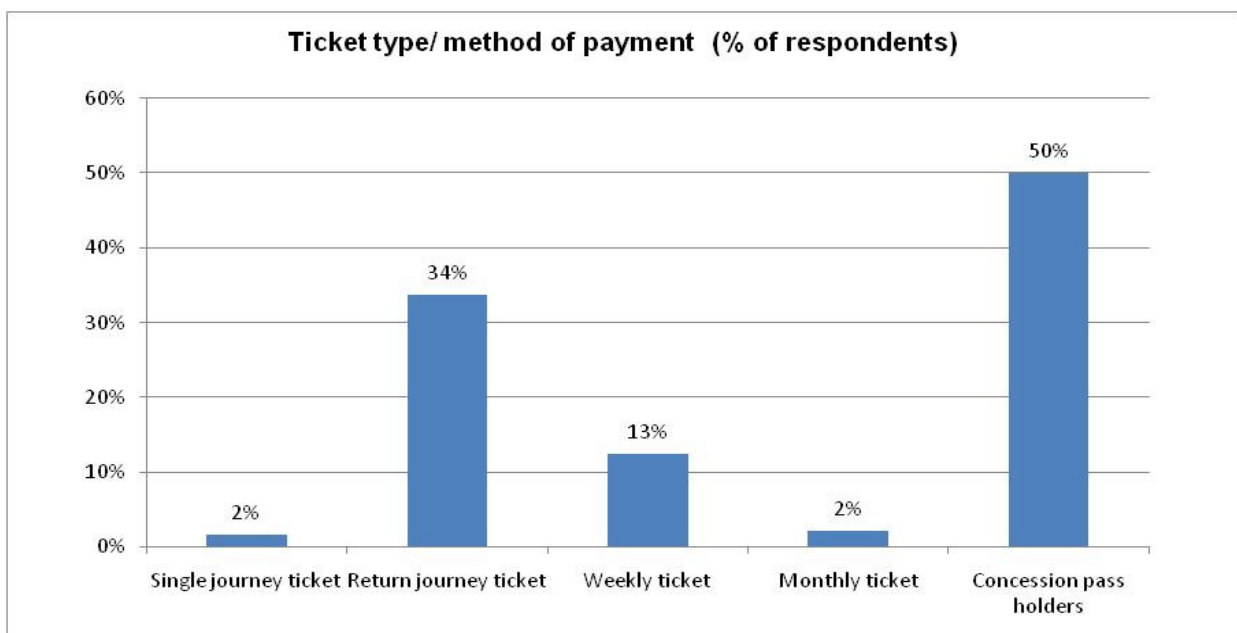
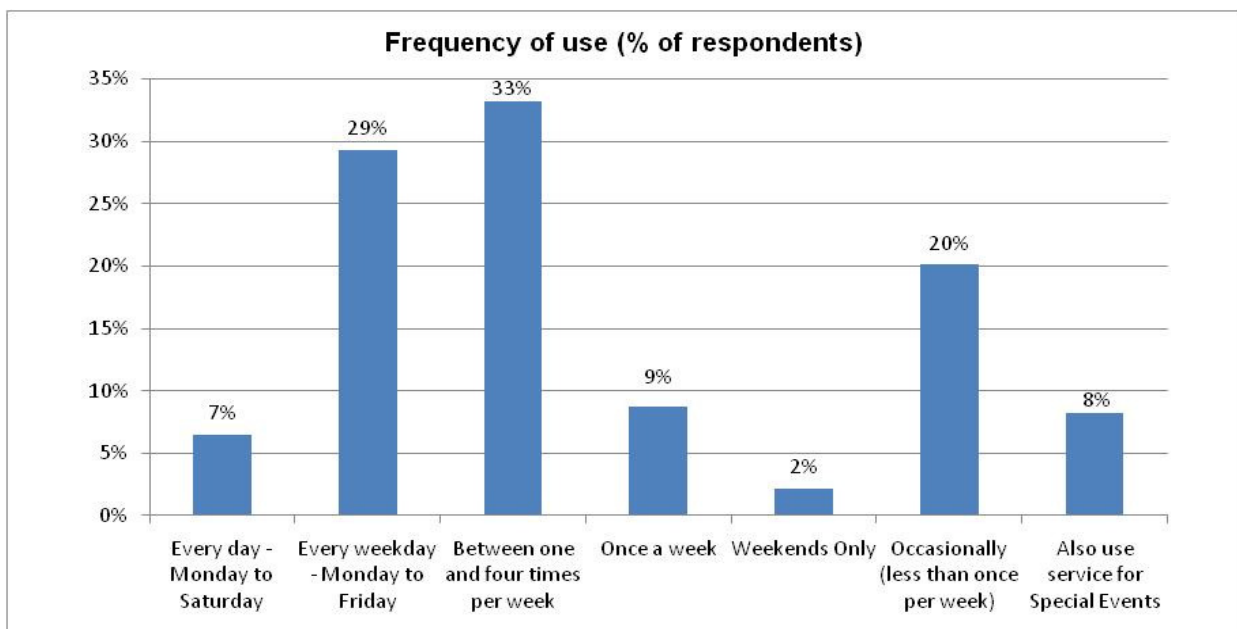


Passenger Survey 2010

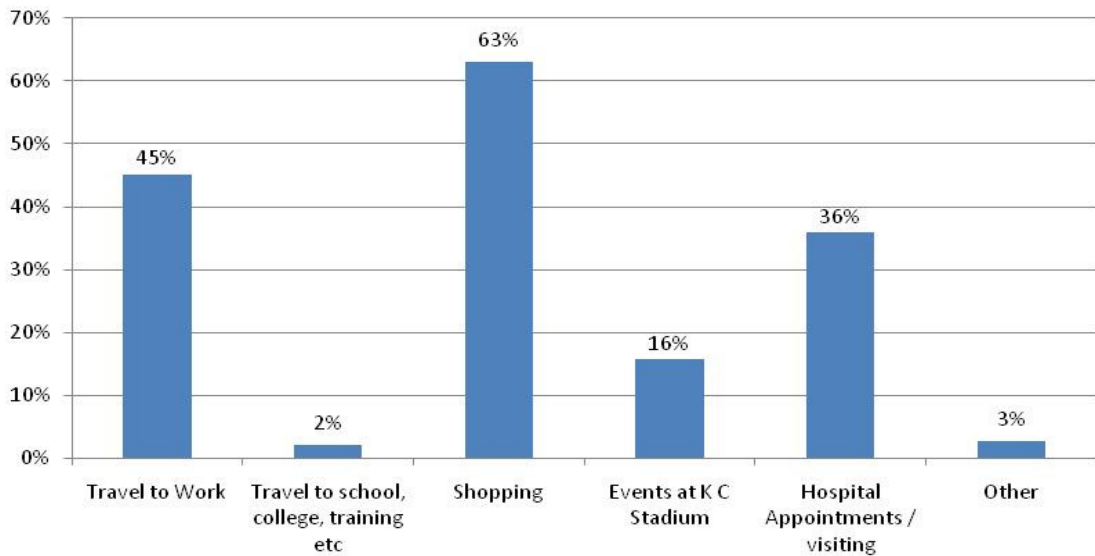
As part of the ongoing quality contract, CT Plus (Yorkshire) CIC conducted a user survey between the dates of 1st September & 30th September 2010. A series of questions were posed to users by means of a paper based anonymous survey form (cop attached). A total of 900 survey forms were issued, with 184 completed forms being received – a response rate of 20.44%.

Survey results:

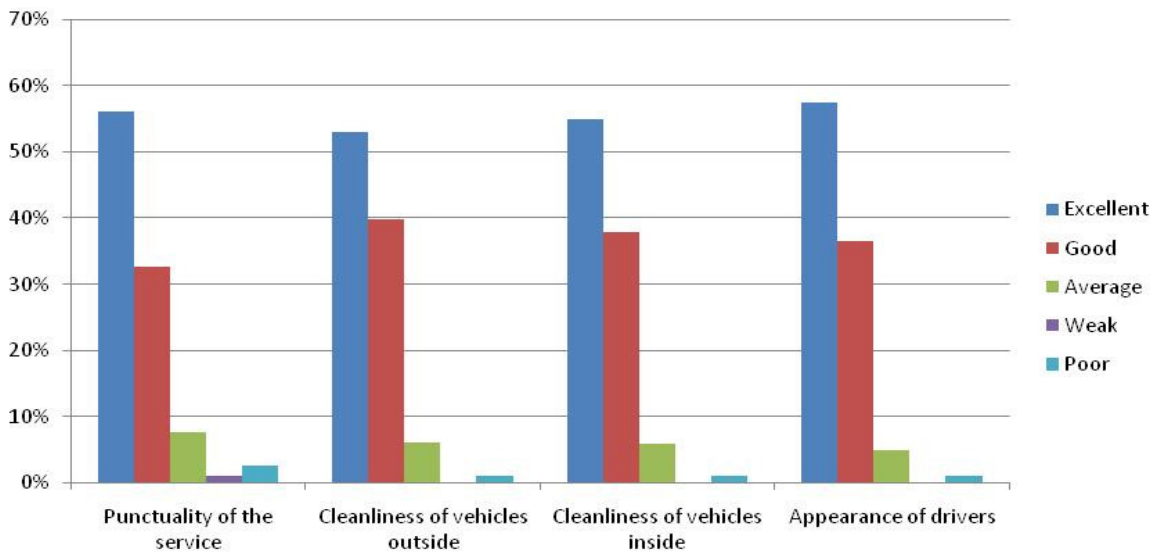
The survey results provide two types of information – first, it shows patterns of usage which will prove invaluable as we seek to increase ridership on the service. Second, they show high levels of customer satisfaction with the overwhelming majority of responses being either good or excellent.



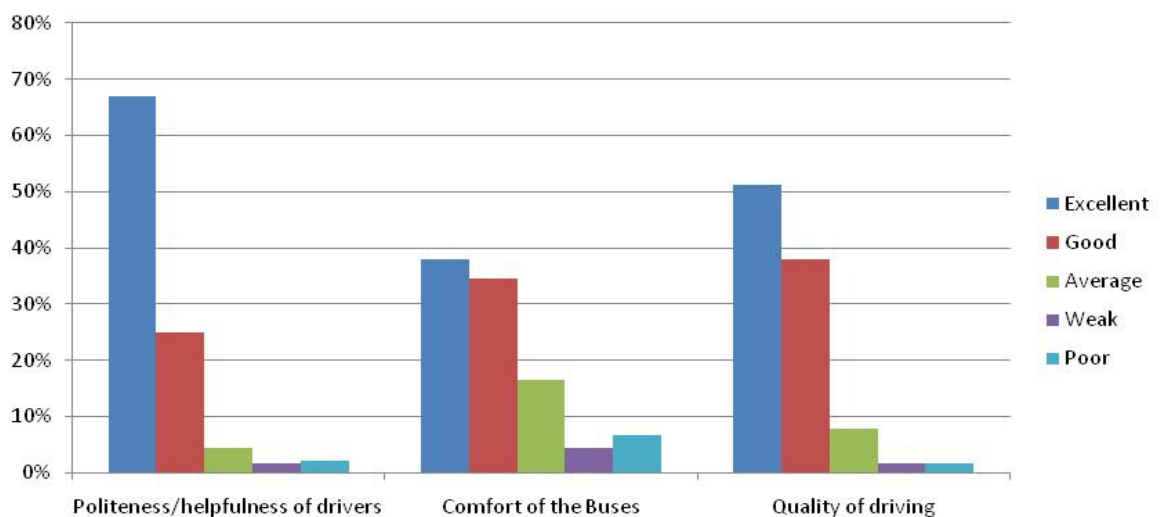
Type of usage - please tick as many that apply (% of respondents)



Service quality (% of respondents)



Service quality continued (% of respondents)



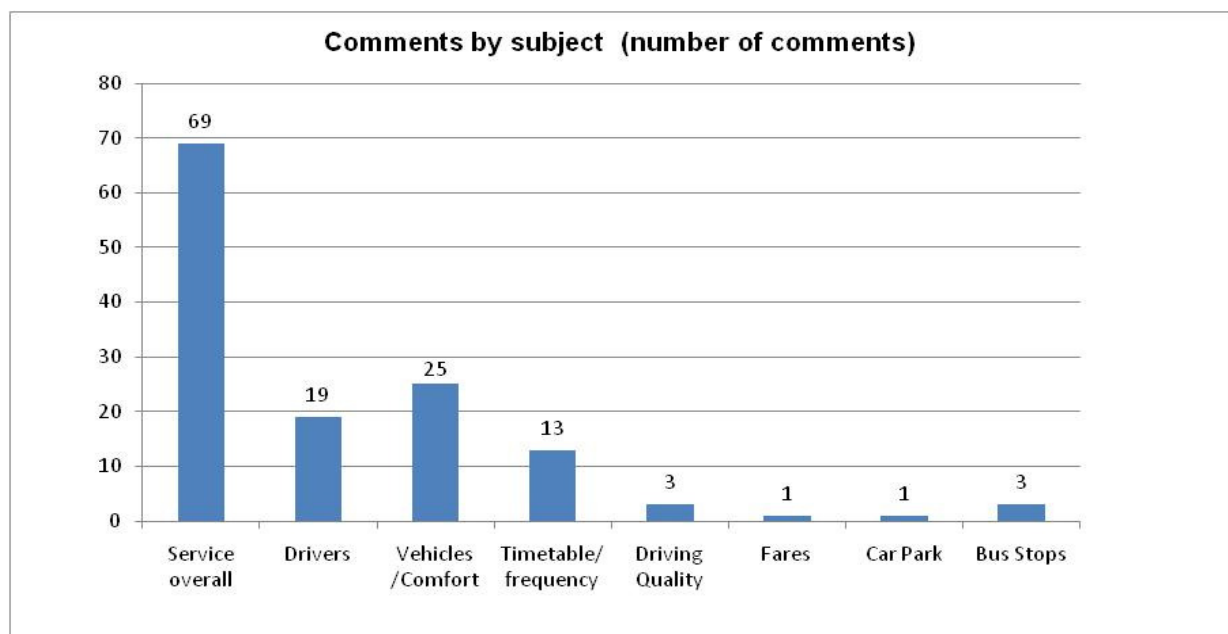
Aggregate satisfaction

When taken in aggregate (the average score of all satisfaction responses) 89% of responses were either good or excellent, which is particularly encouraging.



Customer comments

Respondents were also encouraged to comment on the service. We received 134 comments, the scope of which break down as follows:



Most comments related to the overall service quality 92% of which were positive about the service, with only one in twenty comments that were negative. 18% of the written comments raised a known issue about seat size on the vehicles. There were nineteen comments about the driving staff, of which positive comments outweighed

negative by more than 2:1. There were thirteen comments on timetabling and frequency, mainly falling into two types, those that were concerned that buses would wait for approaching passengers and those concerned that they did not. (This relates the policy of buses departing a little later to await passengers, but always moving off at a time to ensure an on-time arrival.)