

EAST SUFFOLK TRAVELLERS' ASSOCIATION

www.eastsuffolktravel.org.uk

BUS / TRAIN JOURNEY SURVEY: NOVEMBER 2008

Please use this form to report details of any journey, good or bad, made by **bus** in the East Suffolk area during November 2008 (train form overleaf). Please comment as often as the need arises – feel free to photocopy this form, or ask for further copies from Rod Lock, ESTA Secretary. Please write your answers in the shaded areas.

BUS

1. JOURNEY DETAILS

write here

write here

Date of journey:		Service number and operator:	
From:		To:	
Scheduled departure time:		Actual departure time:	
Scheduled arrival time:		Actual arrival time:	

2. YOUR COMMENTS

write here

write here

How did you find out about times? Website, timetable, Traveline, other?		If the bus was late, do you know why? How did you find out? Was congestion the reason?	
Was this information accurate?		Were bus stop facilities adequate? (state location)	
Was the destination blind correct? Any general comments?		Was the bus comfortable?	
Was the journey for leisure, business or school/college?		Did you use another bus or train connecting with bus?	
Was the driver helpful?		If so, was the connection easy?	
Was access to the bus easy? If not, why not?		Did you use a promotional fare or ticket (e.g. Day Rover, 10 trip ticket, concessionary fare)?	

3. YOUR IDEAS AND COMMENTS

What would encourage you to use this service more often? In other words, what would make it easier or more pleasant? Also, which aspects of your journey, in order of preference, do you consider most important? Please give details (overleaf if necessary):

Please add your name, address and telephone number if you would like us to be able to contact you about any aspects of your journey(s).	
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When completed, this form should either be handed to an ESTA committee member, or be posted to: Rod Lock, Secretary ESTA, The Beehive, Hall Road, Oulton Broad, Lowestoft NR32 3AW.