



The Enerqi Project - Lancashire questionnaire. Updated

Welcome to the Enerqi Project questionnaire . Between 2011 and 2013 Burnley and Pendle Travel and Lancashire County Council will be taking part in this project to monitor customers impressions of the local transport network. Thank you for taking time to fill this questionnaire in. The results will be used to try and make improvements to the quality of public transport in the area.

Basic Questions

* What was the date of the Journey you observed?

What was the purpose of this Journey?

- Travelling to/from work
- Travelling to/from school, college, university
- Business, company travelling
- Travel to local shops, shopping centres
- Other leisure or personal trips

What ticket did you use?

What were the weather conditions during your trip?

Start of Journey

* What was the number of the service you boarded?

* At which stop did you get on the vehicle?

* What was the number of the vehicle you boarded?

At what time did you get on the vehicle?

Did the vehicle arrive before or after the scheduled time?

- Before schedule (according to timetable) + enter the minutes
- Exactly on time
- After schedule (according to timetable) + enter the minutes

Minutes

End of Trip

* At which stop did you get off the vehicle?

What was the time you arrived at this stop?

Did you arrive on time at this stop?

No, earlier then planned + enter the minutes

Yes

No, later than planned + enter the minutes

Minutes

To conclude

During your Journey, how do you qualify the condition of the general traffic?

Very Busy

Busy

Clear

*** Which were the items that influenced your opinion most? Please select max. 3 out of the following list in order of importance**

price

level of crowding

safety and security

condition of the stops

condition of the vehicles

punctuality

reliability

frequency offered

comfort

behaviour of the driver

information provision

handling of incidents and disruptions

pre and after trip customer service

What was the duration of your Journey?

Overall customer satisfaction

*** How satisfied are you in general with the service offered to you?**

1 2 3 4 5

*** Would you recommend others to make use of the public transport journey you just made?**

Yes No

Value for money, tickets and tariffs

* Did you (or any other physical person) purchase your ticket?

Yes No

* How do you judge the value for money (price/ quality) of this service?

1 2 3 4 5

How satisfied have you been with the ticket sale?

1 2 3 4 5

Level of crowding

* How satisfied were you with any crowding at your boarding stop(s)?

1 2 3 4 5

* How satisfied were you with any crowding on the vehicle?

1 2 3 4 5

If you experienced a situation of overcrowding, describe the (possible) reason and detail where it happened

Safety and security

* How satisfied have you been with your personal safety on the vehicle(s)?

1 2 3 4 5

* How satisfied have you been with your personal safety at the stop(s)?

1 2 3 4 5

If you experienced any unsafe situation, describe this situation and detail where.

Stops / shelters

* How do you judge the condition of the (bus) stop environment on departure(s)?

1 2 3 4 5

* How satisfied have you been with the reliability of the service?

1 2 3 4 5

* How do you judge the conditions of the (bus) stop environment on arrival?

1 2 3 4 5

How satisfied are you with the walking route to the boarding stop?

1 2 3 4 5

How satisfied have you been with the frequency of the service?

1 2 3 4 5

How satisfied have you been with the comfort of the boarding stop?

1 2 3 4 5

How satisfied have you been with the tidiness (Litter, graffiti) at your boarding stop?

1 2 3 4 5

If you encountered a problem with the condition of the (bus) stops, please specify this problem and indicate where.

Vehicle condition

* How do you rate the condition of the vehicle(s)?

1 2 3 4 5

* How satisfied have you been with the comfort in the vehicle(s)?

1 2 3 4 5

How satisfied have you been with the availability of space in the vehicle?

1 2 3 4 5

How satisfied have you been with the facilities to hold on to in the vehicles?

1 2 3 4 5

How satisfied have you been with the noise level in the vehicle?

1 2 3 4 5

How satisfied have you been with the behaviour of other passengers in the vehicle?

1 2 3 4 5

How satisfied have you been with the temperature in the vehicle?

1 2 3 4 5

If you encountered a problem with a vehicle condition, please specify this problem and indicate where.

Journey speed

* How satisfied have you been with the duration of your trip?

1 2 3 4 5

Staff service

* How satisfied have you been with the friendliness and the overall behaviour of the driver(s)?

1 2 3 4 5

If you asked for information / advice, how satisfied have you been with the information given by the driver(s)?

1 2 3 4 5

* How satisfied have you been with the driving style of the driver(s)?

1 2 3 4 5

Did the driver greet you when you boarded the vehicle?

Yes No

If you asked for information / advice, How satisfied have you been with the information given by this staff member? This can mean on the vehicle or anywhere else during your trip like on the station

1 2 3 4 5

Information

* How satisfied have you been with the information at the

* How satisfied have you been with the information in the

stop(s)?

1 2 3 4 5

If you needed information before your trip: How satisfied have you been with the provided information?

1 2 3 4 5

If you lacked any particular information before your trip and could not easily be obtained using the regular service (internet/ telephone/ commercial offices), please detail.

vehicle?

1 2 3 4 5

Disruption / incidents

In case of an incident, please describe the incident.

In case of disruption, how satisfied have you been with information regarding the disruption and possible solutions?

1 2 3 4 5

Is there any other information you would like to share concerning the incident or disruption?

Customer support

If you received a newsletter, how satisfied have you been with the information?

1 2 3 4 5

In case you visited a mobility agency or information centre, how satisfied have you been with the service?

1 2 3 4 5

In case of a complaint, how satisfied were you with how your complaint was dealt with?

1 2 3 4 5

Any other information

Is there any other information you would like to share?

Start of Journey

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- Before schedule (according to timetable) + enter the minutes
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Minutes

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If you encountered a problem with a vehicle condition, please specify this problem and indicate where.

* How satisfied have you been with the comfort in the vehicle(s)?

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How satisfied have you been with the facilities to hold on to in the vehicles?

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How satisfied have you been with the behaviour of other passengers in the vehicle?

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Information

* How satisfied have you been with the information at the stop(s)?

1 2 3 4 5

* How satisfied have you been with the information in the vehicle?

1 2 3 4 5

If you lacked any particular information during your trip, please explain which information and where.

Start of Journey

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