

Turriff Town & Rural A2B dial-a-bus Questionnaire

We want to identify whether there are any changes we can make to improve the Turriff A2B dial-a-bus services. Please help us by completing this questionnaire **by Wednesday 11 December 2019** and returning it to us by putting it into the A2B box on the bus or at the Gateway Centre, Turriff Post Office or Turriff Library. Alternatively you can post it to us at the address at the end of the questionnaire or scan a copy and email it to a2bdialabus@aberdeenshire.gov.uk.

If you are unsure about any questions you can leave them blank. If you need any assistance with completing or returning the questionnaire you can call A2B on 01467 535 333 and choose option 3 for General Enquiries.

About You

Q1 Where do you live? *Please tick the place closest to you.*

<input type="checkbox"/> Auchterless	<input type="checkbox"/> Cuminestown	<input type="checkbox"/> Crudie
<input type="checkbox"/> New Byth	<input type="checkbox"/> Turriff	<input type="checkbox"/> Other

Other _____

Q2 Do you have, or are you entitled to, a Scotland-wide bus pass for free travel?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Your Travel

Q3 How often do you normally travel by bus? *Please tick one box for each service you use.*

Service	3 or more days per week	1 or 2 days per week	About fortnightly	About monthly	Rarely or never
Turriff Town A2B					
Turriff Rural A2B					
Service 35: Elgin - Aberdeen					
Service 258: Turriff Circular (schooldays only)					
Service 303: Turriff - Huntly					
Service 308: Turriff - Inverurie					
Other:					

Q4 What other ways do you travel on a regular basis? *Please tick all types of transport that you normally use at least once per month.*

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> Car (driver) | <input type="checkbox"/> Car (passenger) |
| <input type="checkbox"/> Taxi | <input type="checkbox"/> Banffshire Partnership dial-a-bus |
| <input type="checkbox"/> RVS car | <input type="checkbox"/> SAS Patient Transport Service |

Other (please specify) _____

Q5 If you use A2B dial-a-bus, what are your reasons for choosing A2B?

Please tick all that apply

- | | |
|--------------------------|------------------------------------|
| <input type="checkbox"/> | The service is free |
| <input type="checkbox"/> | The service is convenient |
| <input type="checkbox"/> | I have no other means of transport |
| <input type="checkbox"/> | Sometimes I have no other options |
| <input type="checkbox"/> | I enjoy the company on the bus |
| <input type="checkbox"/> | I use it in bad weather |

Other (please specify) _____

Q6 What is the purpose of the trips you make using A2B dial-a-bus?

Please tick all that apply on a regular basis.

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Shopping |
| <input type="checkbox"/> | Personal business, e.g. hairdresser or banking |
| <input type="checkbox"/> | Social/leisure, e.g. |
| <input type="checkbox"/> | Health appointments |
| <input type="checkbox"/> | Work/volunteering |

Other (please specify) _____

Q7 Do you ever use A2B dial-a-bus to connect onto other bus services?

- | | | |
|---|--|-----------------------------|
| <input type="checkbox"/> Yes, Regularly | <input type="checkbox"/> Yes, Occasionally | <input type="checkbox"/> No |
|---|--|-----------------------------|

Q8 If you answered yes to Q7, please provide details, e.g. your destination

Q9 If you do not use A2B dial-a-bus, why not? *Please tick all that apply.*

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Not applicable - I use A2B |
| <input type="checkbox"/> | Other types of transport better suit my needs |
| <input type="checkbox"/> | I find it difficult to use A2B (please specify) |
| <input type="checkbox"/> | The A2B times are not suitable (please specify) |

Other (please specify) _____

Booking A2B dial-a-bus

Q10 Do you phone to book A2B trips? *Please tick one.*

☐ Yes (always/usually) ☐ Sometimes ☐ No

Q11 How satisfied are you with the experience of phoning to book? *Please tick one.*

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied
☐ Don't know

If you answered "dissatisfied" or "very dissatisfied" it would be helpful to us if you could please explain why.

Using Turriff Town A2B dial-a-bus

If you do not use Turriff Town A2B you can skip this section and go to Q23

Q12 Which do you normally travel on - timetabled journeys (which don't need to be booked) or dial-a-bus journeys (that need to be booked)?

☐ Only timetabled
☐ Mainly timetabled
☐ About half and half
☐ Mainly dial-a-bus
☐ Only dial-a-bus

Why do you travel this way?

Q13 Do you normally use A2B in both directions or only one-way?

☐ Always both directions
☐ Mainly both directions
☐ About half and half
☐ Mainly one-way (home)
☐ Always one-way (home)

Q14 If you travel one-way home with A2B, how do you normally travel into Turriff?

☐ Walk ☐ Lift by car

Other (please specify) _____

Q15 How satisfied are you with the vehicle? Please tick one.

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

If you answered "dissatisfied" or "very dissatisfied" it would be helpful to us if you could please explain why.

Q16 How satisfied are you with the drivers? Please tick one.

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

If you answered "dissatisfied" or "very dissatisfied" it would be helpful to us if you could please explain why.

Q17 Thinking about the timetabled journeys on Turriff Town A2B, how well does the route and timetable suit your needs?

- ☐ Very well
- ☐ Fairly well
- ☐ Not very well (please explain)_____
- ☐ Not at all (please explain)_____

Q18 Thinking about the dial-a-bus service (booked journeys) on Turriff Town A2B, how well does this suit your needs?

- ☐ Very well
- ☐ Fairly well
- ☐ Not very well (please explain)_____
- ☐ Not at all (please explain)_____

Q19 Is there anything we could do to improve the Turriff Town A2B dial-a-bus service?

Q20 Before Turriff A2B was introduced in November 2018, did you use Stagecoach's Service 257 (Turriff Town Service)?

☐ Yes ☐ No (Go to Q23)

Q21 Do you use A2B more or less often than you used Service 257?

(a) On Mondays to Fridays

- ☐ I make less trips per week on A2B than I made on Service 257
☐ I make roughly the same number of trips per week on A2B as I made on Service 257
☐ I make more trips on A2B than I did on Service 257
☐ Don't know / Not applicable

(b) On Saturdays

- ☐ I make less trips per week on A2B than I made on Service 257
☐ I make roughly the same number of trips per week on A2B as I made on Service 257
☐ I make more trips on A2B than I did on Service 257
☐ Don't know / Not applicable

Q22 How do you rate A2B compared to Service 257?

- ☐ I prefer A2B
☐ I preferred Service 257
☐ I have no preference
☐ Don't know / Not applicable

Using Turriff Rural A2B dial-a-bus

If you do not use Turriff Rural A2B you can skip this section and go to Q30.

Q23 How satisfied are you with the vehicle? Please tick one.

- ☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied
☐ Don't know

If you answered "dissatisfied" or "very dissatisfied" it would be helpful to us if you could please explain why.

Q24 How satisfied are you with the driver? Please tick one.

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

If you answered "dissatisfied" or "very dissatisfied" it would be helpful to us if you could please explain why.

Q25 How well does Turriff Rural A2B dial-a-bus suit your needs?

- ☐ Very well
- ☐ Fairly well
- ☐ Not very well (please explain_____)
- ☐ Not at all (please explain)_____

What could we do to improve the Turriff Rural A2B dial-a-bus service?

Q26

Q27 Before Turriff A2B was introduced in November 2018, did you use Stagecoach's Service 258 (Turriff Circular)?

- ☐ Yes ☐ No

Q28 Do you use A2B more or less often that you used Service 258?

- ☐ I make less trips per week on A2B than I made on Service 258
- ☐ I make roughly the same number of trips per week on A2B as I made on Service 258
- ☐ I make more trips on A2B than I did on Service 258
- ☐ Don't know / Not applicable

Q29 How do you rate A2B compared to Service 258?

- ☐ I prefer A2B
- ☐ I preferred Service 258
- ☐ I have no preference
- ☐ Don't know / Not applicable

General

Q30 If there are journeys you would like to make by bus but you can't, please provide details

Q31 Are there any ways we could better advertise A2B dial-a-bus services?

If you have any other comments please let us know in the space below.

We do not need your contact details.

If you have any queries about the A2B services please contact A2B on 01467 535333 or email a2bdialabus@aberdeenshire.gov.uk.

Thank you for your help.

Please post your completed questionnaire into the box on the bus or in the Gateway Centre, Turriff Post Office or Turriff Library by Wednesday 11 December 2019.

Otherwise you can post your questionnaire (but please note that this is not a freepost address) to: A2B dial-a-bus, Aberdeenshire Council, Woodhill House, Westburn Road, ABERDEEN, AB16 5GB.

You can also scan your completed questionnaire and email it to a2bdialabus@aberdeenshire.gov.uk.