

**BUS / TRAIN JOURNEY SURVEY: OCTOBER 2018**

Please use this form to report details of any journey, good or bad, made by **bus** in the East Suffolk area during October 2018 (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. If possible, please complete a form for both parts of a return journey.

# BUS

**1. JOURNEY DETAILS**

write here

write here

Date of journey:		Service number and operator:	
From: Name bus stop used		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?		Did the bus stop have a sign, timetable, seat and shelter?	
What was the main reason for using bus over another mode?		Did you get a seat on the bus (including space for luggage)?	
Was the journey for leisure, business or school/college?		Did you use another bus or train connecting with bus?	
Was the driver helpful and courteous?		If so, was the connection easy?	
Was your intended journey not possible because bus or DRT did not arrive?			

**3. YOUR IDEAS AND COMMENTS**

*What would encourage you to use this service more often, e.g. would lower fares encourage more use? Which aspect of our journey 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, President, ESTA, The Beehive, Hall Road, Oulton Broad, Lowestoft NR32 3AW by Nov 18<sup>th</sup>  
Or email your reply to [survey2018@eastsuffolktravel.org.uk](mailto:survey2018@eastsuffolktravel.org.uk)