

BUS/ TRAIN JOURNEY SUFFOLK – OCTOBER 2021

Please use this form to report details of any journey, good or bad, made by **bus** in the East Suffolk area during October 2021 (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 President. Please write your answers in the shaded areas. If possible, please complete a form for both parts of a return journey.

BUS

Including Demand Responsive Transport (DRT) and KATCH

1. JOURNEY DETAILS

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

2. YOUR COMMENTS

How did you find out about times (website, printed timetable, phone app, 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 rather than another mode?		Did you get a seat on the bus (including space for luggage)?	
What was the purpose of your journey (business, leisure, commuting, school/college)?		Did you use another bus or train connecting with the bus? Where to/from?	
Was the driver helpful and courteous?		If so, was the connection easy?	
Was your journey not possible because the bus (or DRT) did not arrive?		How often do you make this bus journey?	

3. YOUR IDEAS AND COMMENTS

What would encourage you to use the service more often? If the journey was disrupted, was this handled well?:

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 November 18th. Or email your reply to chairman@eastsuffolktravel.org.uk.

BUS/ TRAIN JOURNEY SUFFOLK – OCTOBER 2021

Please use this form to report details of any journey, good or bad, made by **train** in the East Suffolk area during October 2021 (bus 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 President. Please write your answers in the shaded areas. If possible, please complete a form for both parts of a return journey. You may then win a free ticket as a prize.

TRAIN

1. JOURNEY DETAILS

Date of journey:		How did you get to the station?:	
From:		To:	
Scheduled departure time:		Actual departure time:	
Scheduled arrival time:		Actual arrival time:	

2. YOUR COMMENTS

How did you find out about times (website, printed timetable, phone app, other?)		If the train was late, do you know why? How did you find out?	
Was this information accurate?		Did the station have a realtime display that was working?	
How did you buy your ticket? (e.g. Station booking office, ticket machine, on train, online, mobile app)		Did you get a seat on the train (including space for luggage)?	
What was the purpose of your journey (business, leisure, commuting, school/college)?		Did you use another bus or train connecting with the train? Where to/from?	
Were the station/train staff helpful and courteous?		If so, was the connection easy?	
What your ticket checked en route?		Was the train clean?	

3. YOUR IDEAS AND COMMENTS

What would encourage you to use the service more often? If the journey was badly disrupted, was this handled well?

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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