
SYPTE Market Research

P293: Sheffield Community Transport: September 2006

Contents

1.	Introduction and Methodology	3
2.	Results	4
2.1	Respondent profile	4
2.2	Frequency and purpose of use.....	4
2.3	Access to other transport	5
2.4	Booking the services	5
2.5	Explanation of the weighting used in Figures 1-4.....	6
2.6	Satisfaction with aspects of the services	7
2.7	Importance of aspects of the services.....	8
2.8	Gap analysis of aspects of the services	10
2.9	Improvements to the services	11
3.	Conclusions	12
	Appendix A: Questionnaire.....	13
	Appendix B: Respondent Profile	15
	Appendix C: Percentage breakdown of performance and importance.....	19
	Appendix D: Improvements to the services— ‘other’ comments.....	23

1. Introduction and Methodology

Market research was requested in order to establish use and perceptions of Sheffield Community Transport services in 2006. The results are compared with those collected from surveys in 2005 and 2004 and will be reported to SYPTA as part of the ongoing monitoring of operator performance in delivering services funded by the PTA.

In total, c.1000 self completion questionnaires were posted in September 2006 to registered Sheffield Community Transport users. A random sample was taken from the Community Transport's database, so may include some respondents who use services other than those supported by the PTE. 440 completed questionnaires were returned giving a response rate of 44.0%.

A similar distribution process was adopted in 2005, when 379 completed questionnaires in total were returned (sample of c.1000 giving a response rate of 37.9%). In 2004, 155 were returned giving a response rate of 15.5%.

Alongside every chart is a 'Base' number. This represents the total number of people who answered that particular question within the sample as a whole. Where the base is lower than the particular number of people in the sample, the remainder are missing responses—people who did not answer the question. For questions where it was not applicable for all respondents to answer, the base and missing total will be smaller than the total number of respondents overall, as it will only include the relevant respondents.

A copy of the questionnaire can be found in Appendix A.

2. Results

2.1 Respondent profile

Across the three surveys, the majority of respondents that used Sheffield Community Transport were female and aged 75+. The majority held a senior citizens pass, whereas, between a fifth and a third held a mobility pass. S5 and S8 were the most popular areas. The majority of respondents had no household vehicle.

Respondents were asked whether they had a physical disability or health problem that made it hard for them to get out on foot, get in and out of a car and use public transport. At least two fifths in all three years had difficulties with all three. However, respondents had most difficulties with walking and using public transport. Over half used a walking stick, whereas, between at least a sixth and around a quarter used a wheelchair or electric wheelchair/scooter. At least half were registered disabled.

Further details of the respondent profile can be found in Appendix B.

2.2 Frequency and purpose of use

Between half and around three fifths of respondents used the services 1-2 days a week (Table 1).

The main purpose respondents used the services was for shopping. The number of respondents using the services for hospital/doctors had increased from just under a tenth in 2004 to almost a third in 2006. There were also increases in some of the other categories i.e. club/groups, personal business and day care/day centre. However, this could be due to respondents being able to tick more than one category in 2006 and more categories being added to the questionnaire. In 2006, respondents would have been prompted to tick more/new categories, whereas, in previous years they would have only ticked the main purpose and the new categories would have only been written in the 'other' response box if respondents felt them particularly significant.

Table 1: How often do you use the Community Transport services? (%)

	2006	2005	2004
5 or more days a week	1.9	0.3	1.2
3-4 days a week	5.3	4.4	11.0
1-2 days a week	60.4	62.4	50.0
Once a fortnight	10.1	11.7	8.5
About once a month	10.1	9.1	12.2
Less than once a month	12.1	9.4	15.9
This is the first time	0.0	2.7	1.2
Base	414	298	82
Missing	26	36	17
NA	0	45	56

Table 2: What is the main reason for using the Community Transport services? (%)

NB: Some respondents gave more than one answer

	2006	2005	2004
Shopping	56.4	54.2	51.9
Hospital/doctors	31.2	17.3	9.9
Club/group	20.1	1.6	2.5
Personal business	16.6	7.5	2.5
Day care/day centre	16.6	5.2	2.5
Leisure	12.9	20.3	14.8
Visiting friends/relatives	9.7	7.2	13.6
Church/church activity	9.2	0.3	0.0
Education	2.3	2.3	0.0
Other	1.2	0.0	1.2
Work	0.9	2.6	2.5
Base	433	306	81
Missing	7	28	18
NA	0	45	56

2.3 Access to other transport

The percentage who had access to other types of transport had increased to over two thirds (53.3% 2004, 56.5% 2005, 68.0% 2006). However, over a quarter of these in 2006 said it was limited access/with an escort. The three main types of transport respondents had access to where the 'ordinary bus service', car-as a passenger and a taxi.

2.4 Booking the services

The vast majority of respondents booked the services themselves (90.8% in 2006). Of these, the number who had difficulties when trying to book had seen an increase from over a third in 2004 and 2005, to just over two fifths in 2006 (36.0% 2004, 35.7% 2005, 41.1% 2006).

The three main difficulties experienced by respondents when trying to book were 'times/days/journeys I want are not available/only journey one-way available', 'I had cancelled the bus and the driver still turned up/lack of communication between the office staff and drivers' and 'left message on answer machine but they didn't carry out the booking'. The two main difficulties in 2005 and 2004 were 'not enough seats left on the bus I wanted' and 'left message on answer machine but they didn't carry out the booking'. Respondents were given slightly more categories to choose from in 2006, which may explain the changes in the top responses given in 2006.

Table 3: What difficulties have you experienced when trying to book? (%)

NB: Some respondents gave more than one answer

	2006	2005	2004
Times/days/journeys I want are not available/only journey one-way available	35.2	17.9	10.0
I had cancelled the bus and the driver still turned up/lack of communication between the office staff and drivers	31.5	2.8	3.3
Left message on answer machine but they didn't carry out the booking	30.9	24.5	36.7
The driver didn't turn up	25.3	16.0	6.7
Last minute cancellations	20.4	1.4	0.0
Not very helpful staff	19.8	12.3	6.7
No one answers the phone	17.3	12.3	6.7
Not enough seats left on the bus I wanted/always booked up by regulars	17.3	29.2	26.7
The lines are engaged	14.8	8.5	6.7
Left on hold for a long time	6.8	0.0	0.0
Advanced notice needed	4.9	3.8	10.0
Can't always fit my scooter on	3.7	0.0	0.0
Other	1.9	3.8	0.0
Confirm place available at time of booking	1.2	0.0	6.7
Told not booked	1.2	0.9	0.0
Timetables not up to date	0.6	0.0	0.0
Not enough room for wheelchairs	0.0	1.9	0.0
Base	5	162	30
Missing	46	37	14

2.5 Explanation of the weighting used in Figures 1-4

Respondents were asked to say how satisfied/dissatisfied they were with certain aspects of the Community Transport services and how good/bad they rated certain aspects of the journey/service. For some of the aspects respondents were then also asked to rate how important they felt the aspects were.

In order to aid comparison with these questions, the ratings for each have been weighted and then aggregated to give one overall score for that attribute. The percentages are calculated only using those who answered the question; those who said 'Don't Know/Not Applicable' are removed from the sample first. The remaining answers are weighted by multiplying the percentage that gave each response by the weightings listed below:

- % who said Very Satisfied/Good/Important: multiply by 1
- % who said Fairly Satisfied/Good/Important: multiply by 0.5
- % who said Neither Satisfied nor Dissatisfied etc: multiply by 0
- % who said Fairly Dissatisfied/Bad/Unimportant: multiply by -0.5
- % who said Very Dissatisfied/Bad/Unimportant: multiply by -1

The results of these weightings are then totalled to give one overall score. This produces a standard scale, regardless of the number of respondents in each group, which varies between 100 and -100. A score of 100 would indicate that all respondents were very satisfied/thought the aspect was very good/rated the aspect very important, whilst a score of -100 would show that all respondents were very dissatisfied/thought the aspect was very bad/rated the aspect very unimportant. The use of this kind of scale facilitates comparisons between the different attributes, particularly if the differences are small.

A breakdown of percentages for each aspect can be found in Appendix C (2004, 2005 and 2006).

2.6 Satisfaction with aspects of the services

Satisfaction with all aspects of the services was high, furthermore, satisfaction with the services overall had a weighted score of 80.5. However, all the aspects except two (helpfulness of the drivers and safety on the journey) had seen slight decreases in their weighted scores from 2005. The aspect that had seen the biggest decrease was the 'cost of the journey', which had decreased 6.2 points from 2005 (Figure 3).

'Helpfulness of the drivers' was the aspect that consistently scored most highly, whereas, 'information about the service', although still scoring well, scored least highly.

Figure 1: Satisfaction with various aspects of the service (weighted scores)

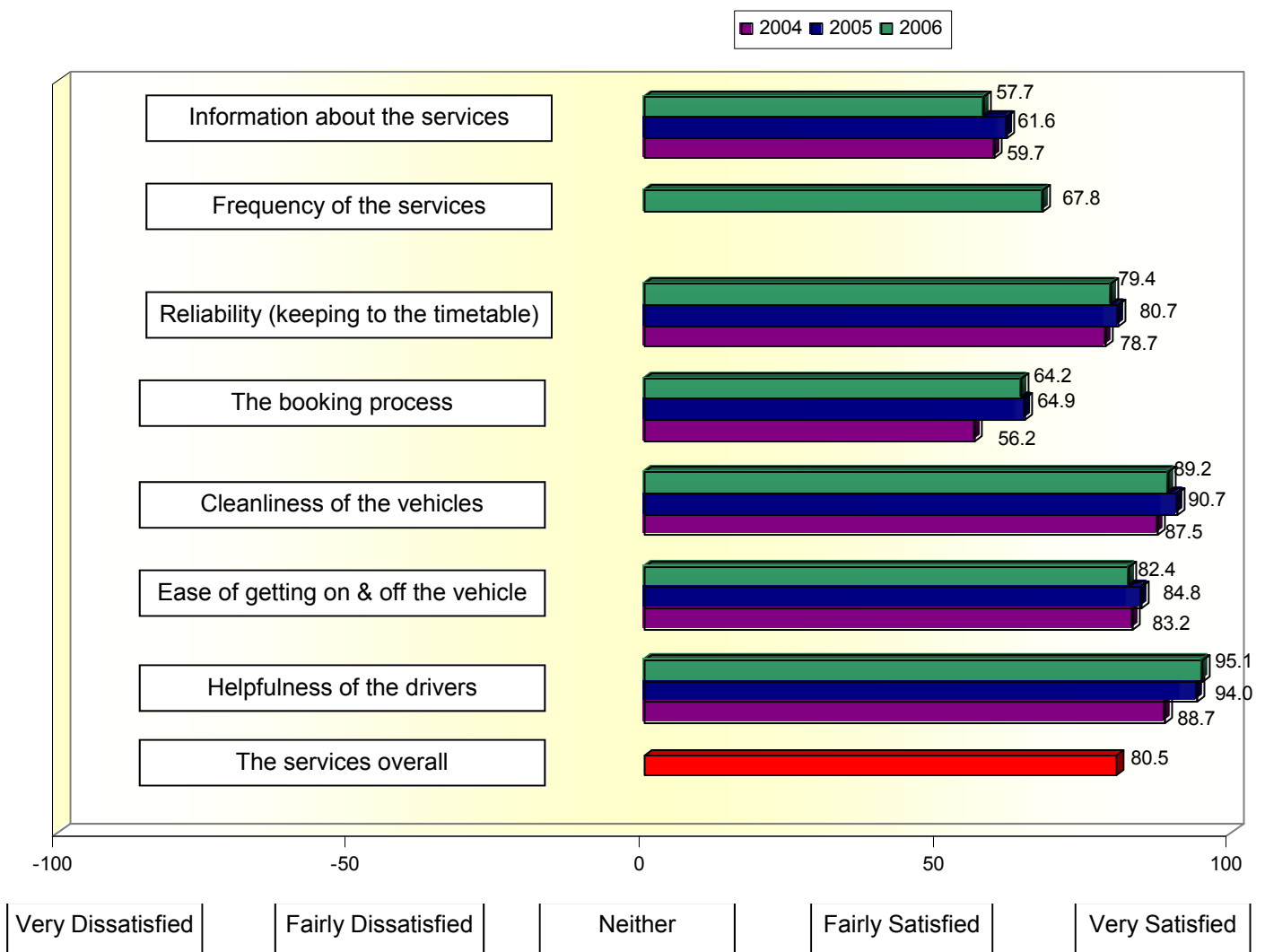


Figure 2: Rating of various aspects of the journey (weighted scores)

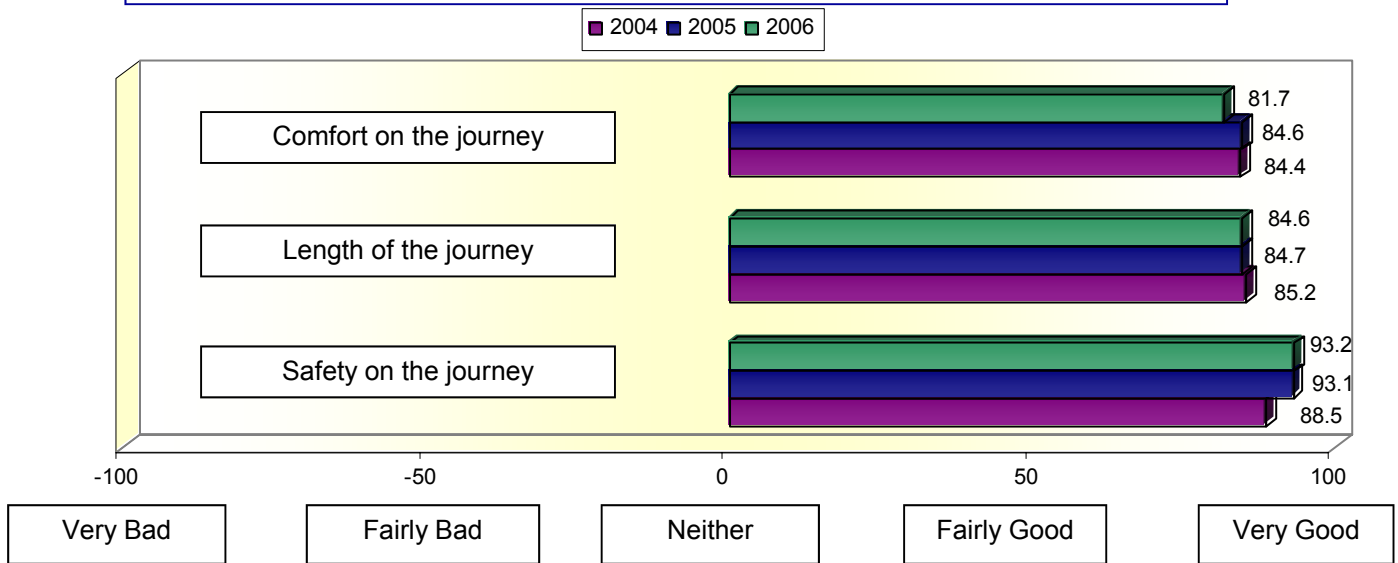
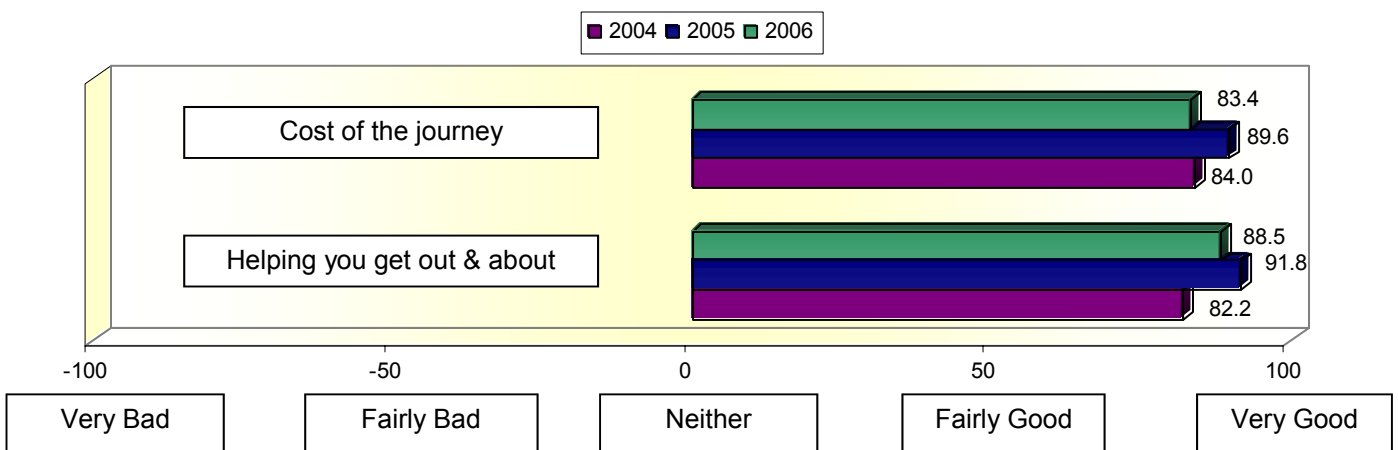


Figure 3: Rating of various aspects of the service (weighted scores)

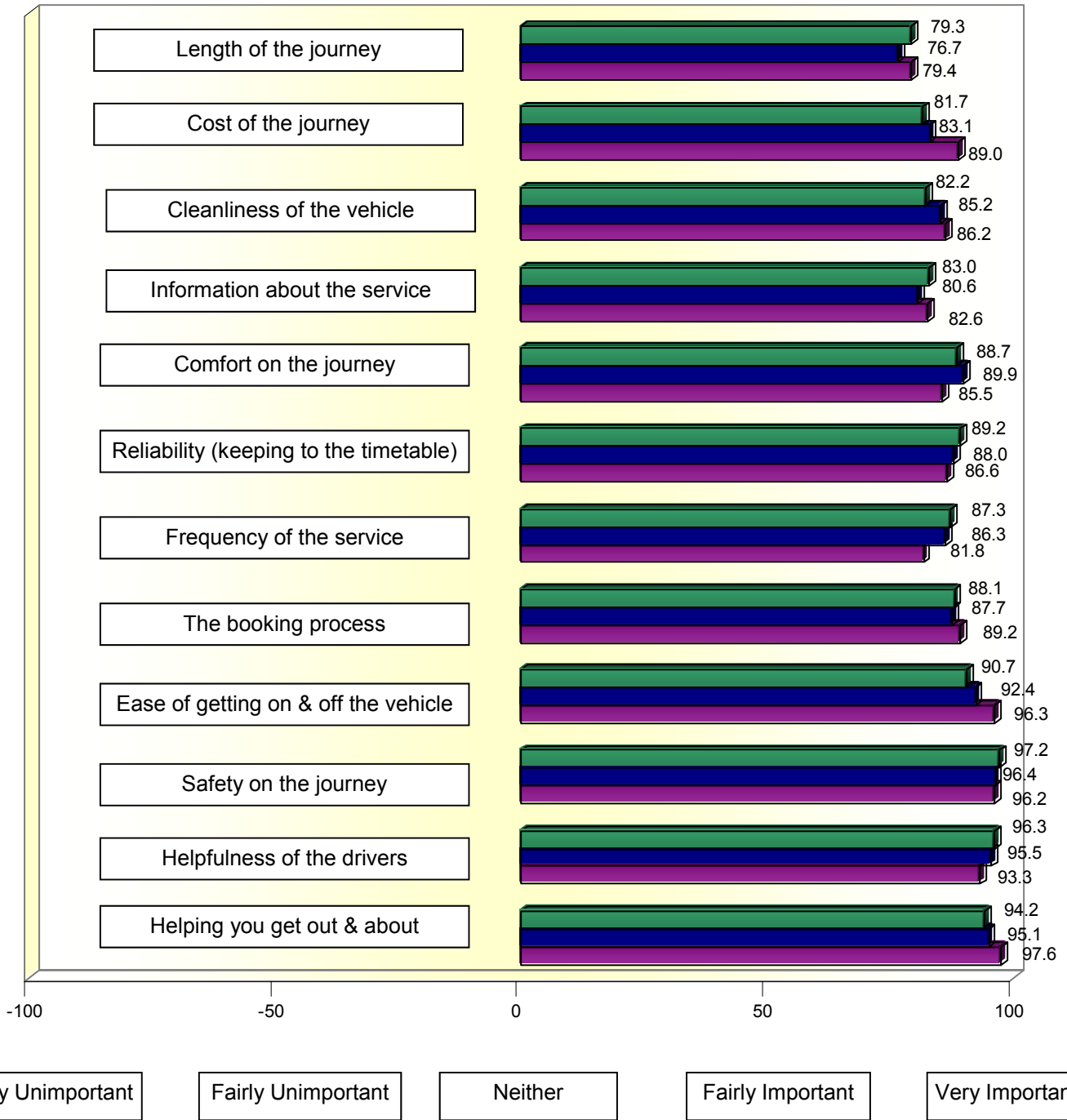


2.7 Importance of aspects of the services

The importance ratings of the various aspects remained reasonably stable over the three years. Respondents considered all aspects very important (Figure 4). However, 'safety on the journey', 'helpfulness of the drivers' and 'helping you get out and about' remained most important and 'length of the journey', although still rated important, was rated the least important of the aspects.

Figure 4: Importance of various aspects of the service (weighted scores)

■ 2004 ■ 2005 ■ 2006



2.8 Gap analysis of aspects of the services

For most of the aspects, the gaps between current performance and importance had got slightly larger, reinforcing the slight decrease in satisfaction (Table 4).

The three aspects with the largest gaps were ‘Information about the services’, ‘the booking process’ and ‘frequency of the services’ (gaps of –25.3, -23.9 and –19.5 respectively). ‘Information about the services’ was also the aspect which had seen the biggest change since 2005 (gap of –25.3 in 2006, gap of –1.9 in 2005, increased by 23.4 points), therefore is the aspect in need of the most improvement to reach expected standards.

Only ‘cleanliness of the vehicle’ and ‘the length of the journey’ had higher performance ratings than importance ratings over all 3 years, indicating they were already performing above the expected standard.

Table 4: Gap analysis of aspects of the service (difference between weighted scores for satisfaction/performance and importance)

	Gap Analysis		
	2006	2005	2004
Helpfulness of the drivers	-1.2	-1.5	-4.6
Ease of getting on and off the vehicle	-8.3	-7.6	-13.1
Cleanliness of the vehicle	7.0	5.5	1.3
The booking process	-23.9	-22.8	-3.3
Reliability (keeping to the timetable)	-9.8	-7.3	-7.9
Frequency of the services	-19.5	-	-
Information about the services	-25.3	-1.9	-22.9
Safety of the journey	-4.0	-3.3	-7.7
Length of the journey	5.3	8.0	5.8
Comfort on the journey	-7.0	-5.3	-1.1
Helping you get out and about	-5.7	-3.3	-15.4
Cost of the journey	1.7	6.5	-5.0

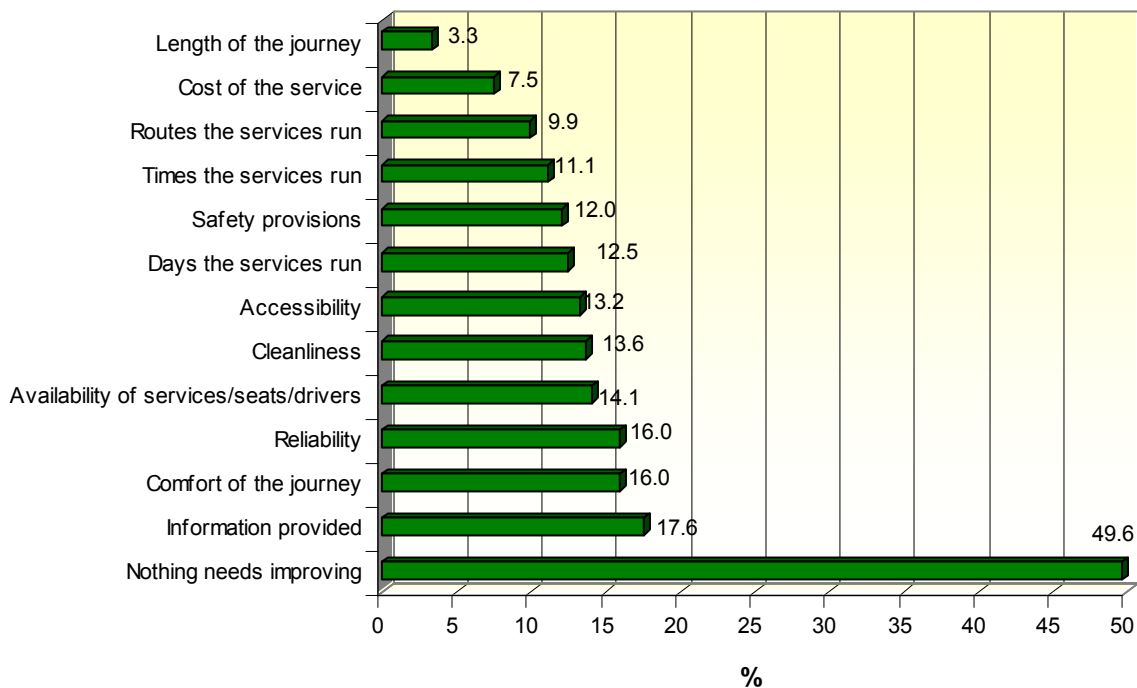
2.9 Improvements to the services

Respondents were asked what, if any, aspects of the Sheffield Community Transport services needed improving. Almost half said they thought nothing needed improving (49.6%, Figure 5). The three main improvements respondents wanted to see were to the Information provided, the comfort of the journey and the reliability of the services (17.6%, 16.0% and 16.0% respectively). Respondents were also given the opportunity to comment further on these areas or give any other aspects that needed improvement. These comments are given in Appendix D.

Figure 5: Aspects of the Community Transport services that need improving

NB: Some respondents gave more than one response

Base: 425
Missing: 15



3. Conclusions

The majority of respondents that used Sheffield Community Transport:

- were female
- aged 75+
- held a senior citizens pass
- lived in the S5 and S8 areas
- had no household vehicle
- had some kind of physical disability or health problem
- used the services 1-2 days a week
- used the services for shopping and visits to hospital/doctors
- had access to other types of transport (mainly the 'ordinary' bus service, car-as a passenger and taxi)
- booked the service themselves
- were satisfied with all aspects of the service.

Suggested Improvements

Ratings of the aspects of the services had all seen slight decreases in 2006, however, were all still performing well. The aspects that had the largest gaps between satisfaction and importance and so are performing furthest from expected standards and could therefore be most improved upon are 'information about the service', 'the booking process' and 'frequency':

- Respondents wanted more information on the services available. 'Information provided' was also the aspect respondents felt was in need of the most improvement.
- Just over two fifths of respondents who booked the services in 2006 experienced difficulties, the main difficulties experienced were with the times and days the services run, cancelling the bus and the driver still turning up, lack of communication between office staff and drivers and leaving messages on the answer machine but still not carrying out the booking.
- Services were not available on the days or at the times convenient to them.

Other improvements respondents would like to see are to the comfort of the journey and the reliability of the services. Respondents who commented found the journey bumpy, but said this could be due to the roads and experienced problems with the services turning up early, late, not turning up at all or turning up unannounced and booking the services and later told they are no longer available.

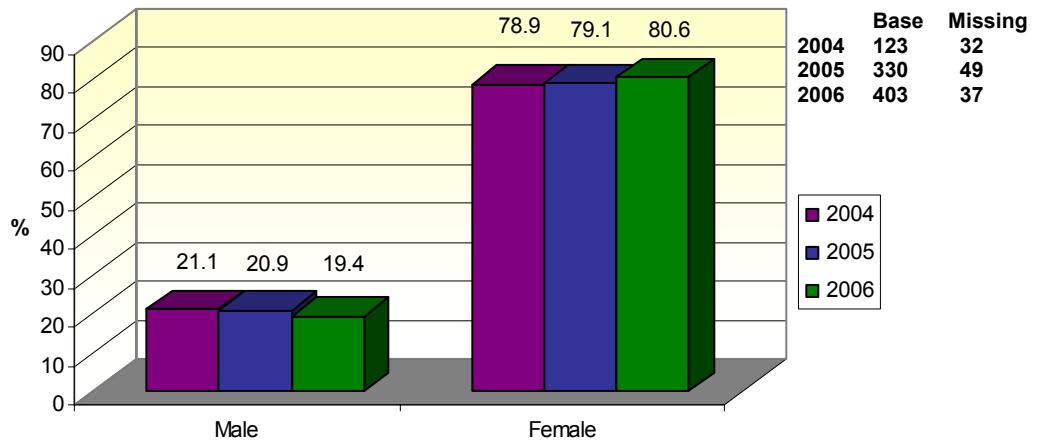
Appendix A

Questionnaire

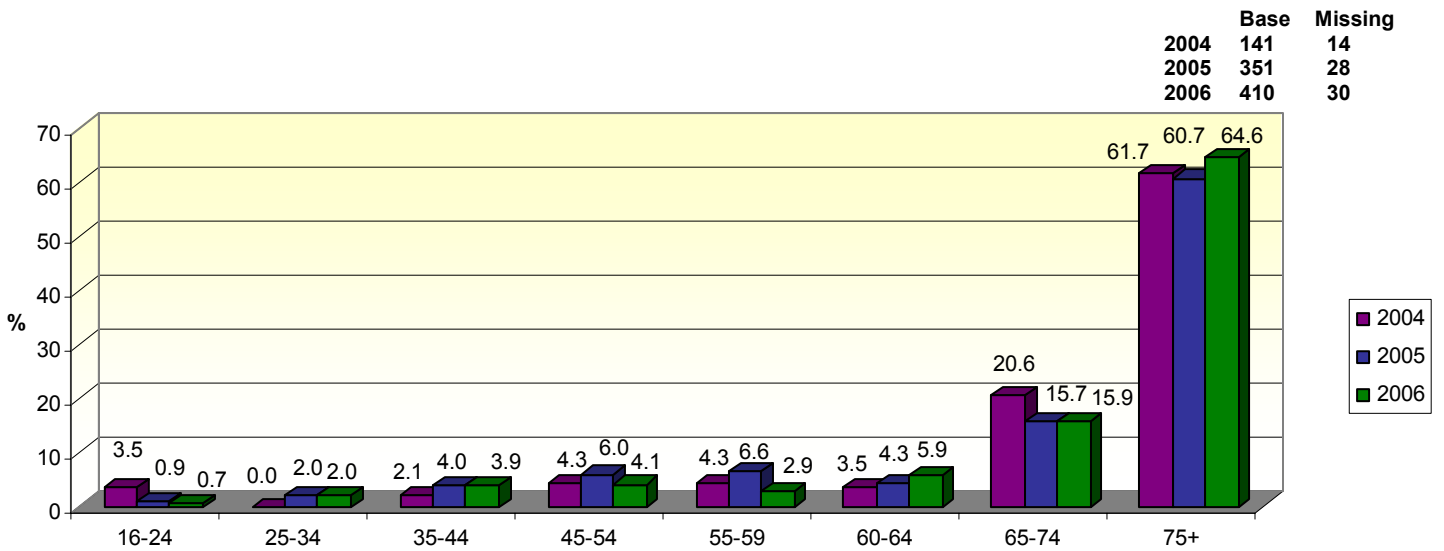
Appendix B

Respondent Profile

Gender Profile

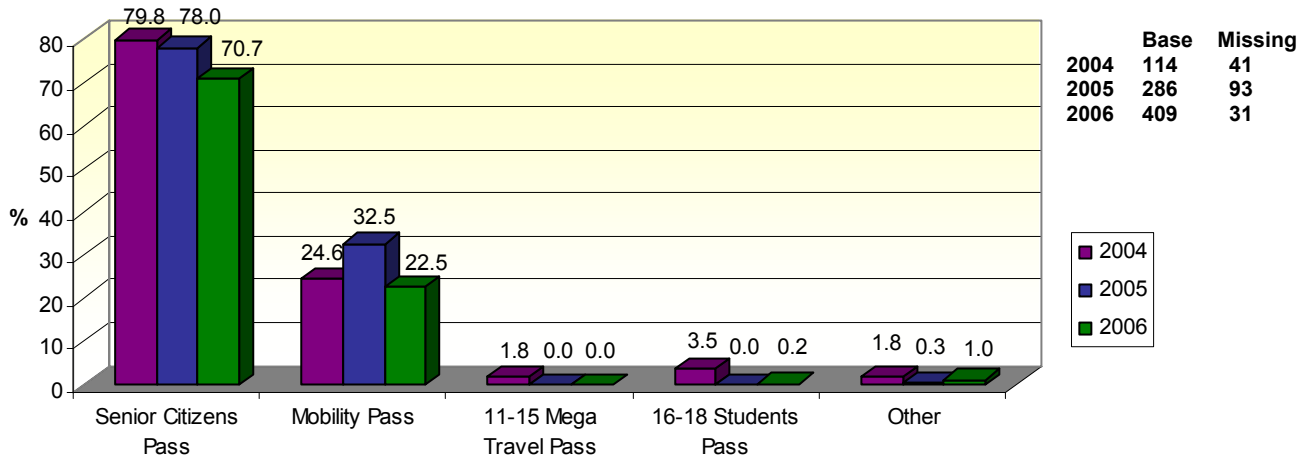


Age Profile



Do you have any of the following concessionary passes?

NB: Some respondents gave more than one answer

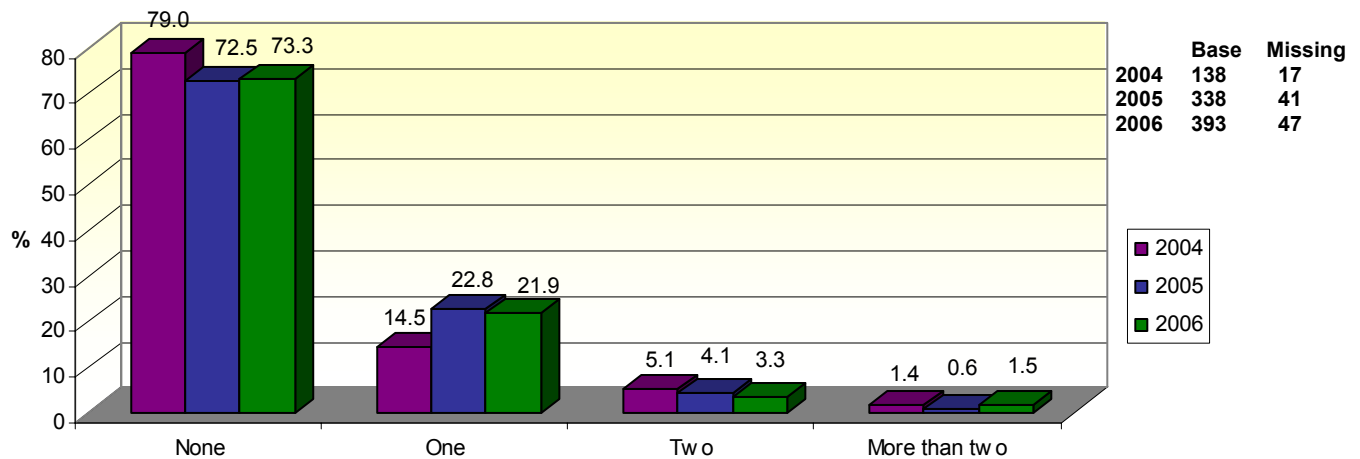


Postcodes (%)

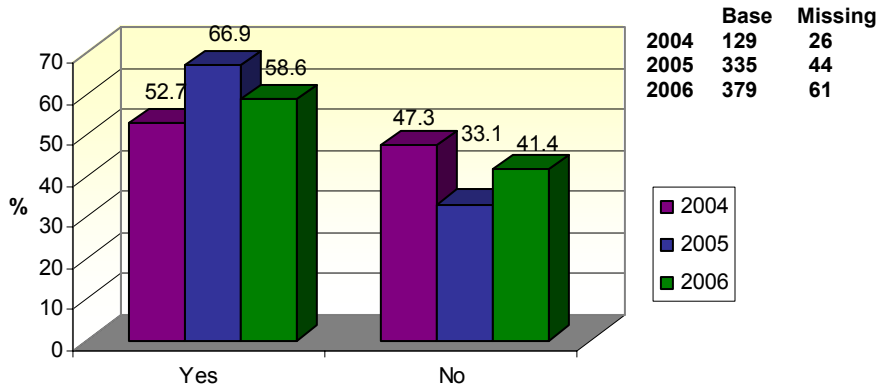
Postcodes	2006	2005	2004
S2	5.2	9.8	6.3
S3	0.7	1.7	0.7
S4	1.7	1.2	0.7
S5	12.5	13.0	12.5
S6	8.5	10.4	16.7
S7	1.7	2.9	1.4
S8	12.7	13.3	13.9
S9	2.7	4.0	5.6
S10	6.7	5.8	7.6
S11	3.2	1.7	1.4
S12	6.2	7.5	7.6
S13	4.5	7.5	3.5
S14	2.5	2.6	0.7
S16	0.0	0.0	0.0
S17	3.7	4.3	4.2

Postcodes	2006	2005	2004
S18	0.0	0.0	0.7
S20	6.7	4.9	3.5
S21	0.2	0.0	0.0
S23	0.0	0.0	0.0
S25	0.2	0.0	0.0
S30	0.2	0.0	0.0
S34	0.0	0.3	0.0
S35	8.5	7.5	8.3
S36	7.7	1.4	4.9
S37	0.0	0.0	0.0
S42	0.2	0.0	0.0
S45	0.2	0.0	0.0
S58	0.2	0.0	0.0
S71	0.2	0.0	0.0
S73	0.0	0.0	0.0
DN35	0.0	0.3	0.0
Base	401	347	144
Missing	39	32	11

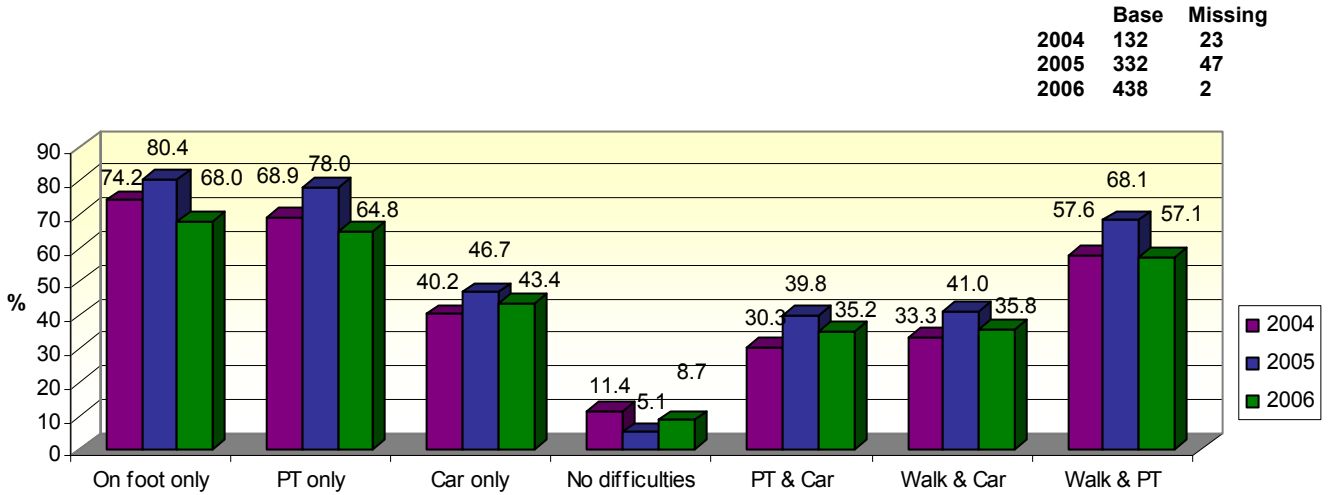
How many cars and vans are available to members of your household, including yourself?



Are you registered disabled?

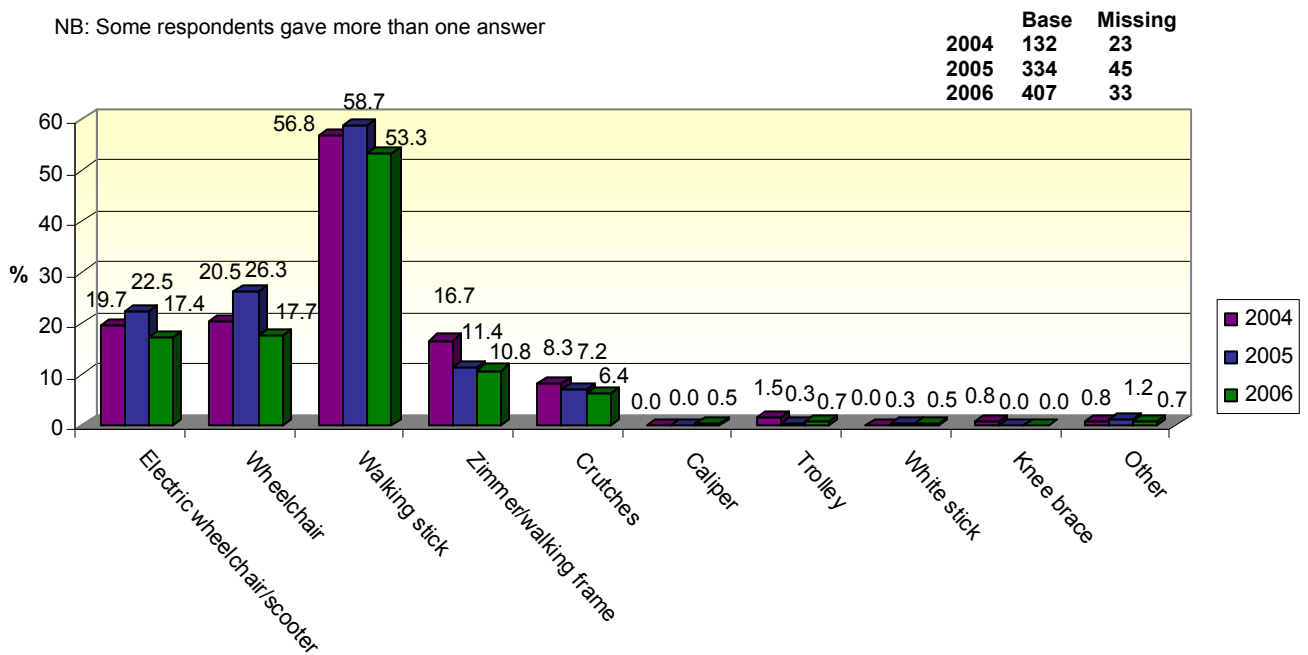


Do you consider yourself to have any physical disability or other health problems which make it difficult to get out on foot, use public transport or get in & out of a car



Which type of walking aid do you use?

NB: Some respondents gave more than one answer



Appendix C

Percentage breakdown of performance and importance

		Very Satisfied/ Important	Fairly Satisfied/ Important	Neither	Fairly Dissatisfied/ Unimportant	Very Dissatisfied/ Unimportant	Base	Don't Know	Missing
Cleanliness of vehicle	Satisfaction 2006	82.8	13.7	3.0	0.0	0.5	395	4	41
	Importance 2006	68.7	27.5	0.0	0.0	0.3	393	1	46
	Satisfaction 2005	85.5	11.7	2.1	0.0	0.7	290	47	42
	Importance 2005	74.3	22.5	2.5	0.7	0.0	280	46	53
	Satisfaction 2004	81.3	15.0	2.5	0.0	1.3	80	56	19
	Importance 2004	75.9	22.9	0.0	0.0	1.2	83	56	16
Helpfulness of the drivers	Satisfaction 2006	92.5	6.1	1.0	0.0	0.5	411	0	29
	Importance 2006	92.8	6.9	0.2	0.0	0.0	405	0	35
	Satisfaction 2005	90.2	8.9	0.3	0.0	0.7	305	45	29
	Importance 2005	91.3	8.3	0.3	0.0	0.0	288	46	45
	Satisfaction 2004	86.9	8.3	1.2	2.4	1.2	84	56	15
	Importance 2004	89.0	8.5	2.4	0.0	0.0	82	56	17
Ease of getting on/off vehicle	Satisfaction 2006	71.1	24.4	3.3	0.8	0.5	394	0	46
	Importance 2006	82.6	16.1	1.0	0.0	0.3	397	1	42
	Satisfaction 2005	77.1	18.1	2.8	1.4	0.7	288	47	44
	Importance 2005	87.1	11.8	0.4	0.4	0.4	279	47	53
	Satisfaction 2004	75.9	16.9	6.0	0.0	1.2	83	56	16
	Importance 2004	92.6	7.4	0.0	0.0	0.0	81	57	17
The booking process	Satisfaction 2006	57.6	28.0	4.5	5.1	4.8	375	4	61
	Importance 2006	78.3	19.6	2.1	0.0	0.0	383	5	52
	Satisfaction 2005	54.8	31.9	4.7	5.4	3.2	279	49	51
	Importance 2005	79.1	18.3	1.9	0.4	0.4	268	49	62
	Satisfaction 2004	44.4	37.5	6.9	8.3	2.8	72	59	24
	Importance 2004	82.4	14.9	1.4	1.4	0.0	74	60	21
Reliability	Satisfaction 2006	70.5	24.0	1.5	1.7	2.2	404	1	35
	Importance 2006	79.7	19.5	0.5	0.0	0.3	399	1	40
	Satisfaction 2005	71.8	23.1	1.4	2.0	1.7	294	45	40
	Importance 2005	81.0	16.1	1.5	0.7	0.7	273	48	58
	Satisfaction 2004	67.9	23.8	6.0	2.4	0.0	84	56	15
	Importance 2004	73.2	26.8	0.0	0.0	0.0	58	15	73
Information about the service	Satisfaction 2006	48.1	30.5	12.9	5.6	2.9	341	12	87
	Importance 2006	69.3	27.7	2.8	0.3	0.0	361	3	76
	Satisfaction 2005	51.6	29.5	12.7	2.9	3.3	244	55	80
	Importance 2005	66.7	29.4	2.7	0.8	0.4	255	49	75
	Satisfaction 2004	52.2	26.9	13.4	3.0	4.5	67	59	29
	Importance 2004	70.8	25.0	2.8	1.4	0.0	72	57	26
Frequency	Satisfaction 2006	58.0	28.4	7.5	3.5	2.6	345	9	86
	Importance 2006	77.0	21.1	1.6	0.0	0.3	379	4	57
	Satisfaction 2005	NA	NA	NA	NA	NA	NA	NA	NA
	Importance 2005	77.9	18.3	2.7	0.8	0.4	262	55	62
	Satisfaction 2004	NA	NA	NA	NA	NA	NA	NA	NA
	Importance 2004	76.6	15.6	5.2	0.0	2.6	77	59	19
Services overall	Satisfaction 2006	70.8	23.1	3.8	0.8	1.5	390	2	48

		Very Good/ Important	Fairly Good/ Important	Neither	Fairly Bad/ Unimportant	Very Bad/ Unimportant	Base	Don't Know	Missing
Your safety on the journey	Perception 2006	86.5	13.3	0.2	0.0	0.0	406	3	31
	Importance 2006	95.2	4.0	0.8	0.0	0.0	396	1	43
	Perception 2005	88.5	9.5	1.7	0.3	0.0	295	47	37
	Importance 2005	94.6	4.3	0.4	0.7	0.0	280	46	53
	Perception 2004	81.7	15.9	1.2	0.0	1.2	82	56	17
	Importance 2004	92.3	7.7	0.0	0.0	0.0	78	56	21
The length of the journey	Perception 2006	73.4	22.7	3.6	0.3	0.0	387	5	48
	Importance 2006	66.0	26.5	7.5	0.0	0.0	373	3	64
	Perception 2005	73.4	23.2	3.0	0.0	0.3	297	48	34
	Importance 2005	64.4	25.7	8.8	1.1	0.0	261	49	69
	Perception 2004	72.8	24.7	2.5	0.0	0.0	81	57	17
	Importance 2004	68.0	22.7	9.3	0.0	0.0	75	57	23
The comfort of the journey	Perception 2006	69.6	24.9	4.7	0.7	0.0	401	3	36
	Importance 2006	79.1	19.1	1.8	0.0	0.0	388	2	50
	Perception 2005	75.3	19.3	4.7	0.7	0.0	296	46	37
	Importance 2005	81.2	17.7	0.7	0.4	0.0	277	46	56
	Perception 2004	73.5	21.7	4.8	0.0	0.0	83	56	16
	Importance 2004	74.7	21.5	3.8	0.0	0.0	79	56	20

		Very Good/ Important	Fairly Good/ Important	Neither	Fairly Bad/ Unimportant	Very Bad/ Unimportant	Base	Don't Know	Missing
Cost of the journey	Perception 2006	76.0	17.1	5.4	0.8	0.8	382	5	43
	Importance 2006	73.4	18.9	5.6	1.8	0.3	391	2	47
	Perception 2005	83.8	12.5	3.0	0.3	0.3	297	49	33
	Importance 2005	77.5	14.9	5.1	1.5	1.1	275	48	56
	Perception 2004	81.0	9.5	7.1	1.2	1.2	84	56	15
	Importance 2004	81.7	14.6	3.7	0.0	0.0	82	56	17
Helping you getting out and about	Perception 2006	81.8	15.3	1.7	0.5	0.7	406	2	32
	Importance 2006	89.4	9.6	1.0	0.0	0.0	396	0	44
	Perception 2005	86.6	12.1	0.3	0.3	0.7	306	48	25
	Importance 2005	91.6	7.7	0.0	0.7	0.0	285	49	45
	Perception 2004	77.0	17.2	2.3	0.0	3.4	87	56	12
	Importance 2004	95.2	4.8	0.0	0.0	0.0	83	57	15

Appendix D

Improvements to the services— 'other' comments

More information about aspects of Rotherham Community Transport services that need improving or other improvements not already mentioned		
Coding		Frequency
Times the services run/cost	Times on City ride an extra five minutes should be given by timetables for every pick up to allow for disabilities and thus give more accurate timetabling. Cost I do not think that disabled passengers should pay	1
Times the services run	At present the service I use to visit the Doctors only operates mornings so if my appointment is in the afternoon I have to walk	1
Times the services run	Bus could run after 4pm. Could be a service at weekend and charge more	1
Times the services run	Desperately need a bus service for afternoon surgery. (Owlthorpe MC) I have 2yr old twins and find it difficult getting there when my husband is at work	1
Times the services run	Earlier start time would make me use the service more often	1
Times the services run	Our bus is only available for morning appointments it would be good to have access to medical centre & pharmacist in afternoons as well	1
Times the services run	Would be nice to be able to use transport for shopping in the afternoons. Otherwise have been very pleased with the "Link" service on the whole and to only pay concessionary fare for the return journey	1
Seats	Only used the service twice when I lived at Becktine Ave. Service good but unable to get seats on the bus in 2002, 2003, didn't bother any more. Now I need this service and intend to apply again	1
Routes	A bus to Morrison's from Manor Park	1
Routes	I am 85 years old, disabled (hip joint, knee joint replacements) I use a three wheeler. I cannot walk from Fitzalan Square to any shops. I would be grateful if you changed the stop outside Wilkinson, or Hughes, thank you. I use the 845 bus 11am Wednesday	1
Routes	I cannot understand why Fulwood and Lodge Moor cannot go to Morrison's at Hillsborough or Tesco at Millhouses as the City Centre bus takes us to Atkinson's where I cannot buy food. Meadowhall is not good to anyone wanting food	1
Routes	I find it would be nice to change the Thursday S10 shopping mobility destination from Meadowhall to another shopping complex which has a major supermark	1
Routes	I only use the service to go to the Doctors and hospital & would be pleased to know if I could use it for other purposes, e.g. shopping	1
Routes	I think the service is great if only there could take us to Asda and Morrison's	1
Routes	I think we should have a bus that would take us to Barnsley once a week. that would not be before 11am like the bus to Meadowhall on a Friday from High Green. I would like to go on the Meadowhall bus but it is too early for me from High Green	1
Routes	I would like to go to Morrison's & Asda but the bus does not go to my areas I live on Norfolk Park	1
Routes	I would love it if at some times we could go on days out to Doncaster, Barsnely or any other places on market days	1
Routes	If bus to Asda could go nearer to entrance as it is a long way to walk from stop. Also if my area could go to Morrison's at Catcliffe would be helpful on Community Bus. Triangle Estate	1
Routes	It would be nice to get to Morrison's occasionally	1
Routes	Only one journey to a supermarket (Morrison's Ecclesfield) per week for Firth Park, which can make life difficult. Same for trip to City Centre	1
Routes	Please try and keep the service to Meadowhall, as we all like to go shopping there even though Sainsbury's has closed it is still enjoyable to visit the rest of the shops	1
Routes	The Asda bus does not stop near enough to the entrance difficult walking. The bus is 12 o'clock Thursdays	1

More information about aspects of Rotherham Community Transport services that need improving or other improvements not already mentioned		
Coding		Frequency
Routes	The bus I use drops you off in Flat St, and picks you up again there. It would be better stopping nearer the market	1
Routes	The journey to Meadowhall is very limited from Handsworth	1
Routes	The only complaint I and a few other users have is there isn't a bus to take us from Woodhouse to a Asda or Morrison's. Meadowhall only has M&S and they are high in prices and Crystal Peaks is also high in prices and Crystal peaks is also high in prices	1
Routes	This service helps me to be independent, if you could run a bus from Fulwood, to any supermarket, it would be a bonus for me	1
Routes	Would like 8 & 9 back on Scott Road service for Meadowhall Northern General and Hallamshire hospital, botanical gardens also. The numbers 38 or 39 to Hutcliffe Rd garden of remembrance used to run every hour	1
Reliability/ communication/ Not very helpful staff/cost	I only use community cars but reliability & communication poor. I know of many who don't use this service anymore because of this. Cheery staff would also help. Plus costs of long distance journeys too much	1
Reliability	A number of occasions the drivers have had difficulties - mainly rear lift occasional breakdowns	1
Reliability	Being partially sighted I hope I have answered the questions correctly. Only on 2 occasions have I been disappointed when the bus did not come to pick me up. All drivers are most helpful	1
Reliability	Booking a time but the office gives the driver a different time even if it is only 5 or 10 mins this makes a difference if you have an appointment	1
Reliability	Do not come I have to ring up 3 times I had to get a taxi last Thursday	1
Reliability	I booked the community bus for getting to my club that was every Monday I always booked the Monday previous when it got to Thursday or Friday of the same week I kept getting a phone call to say I could not use the bus so now I have packed my club up after going.	1
Reliability	Occasionally being picked up early from club spoils the meeting as you feel obliged to leave when the transport arrives	1
Reliability	Reliability I have had to cancel appointments due to bus being cancelled.	1
Reliability	Several trips have been cancelled by office staff on information received from other people. The venue used by this lady had several departments which close at different times - so they need to check with us first. This ladies trips are regular-weekly	1
Reliability	Tried to make bookings was told nothing was available for the day required. Car then turned up unannounced & unexpected. I'd already ordered a taxi. I haven't bothered to try booking again. So really I've never had a chance to use the service	1
Reliability	We care for a lady with learning difficulties who travels to day centres on city ride & community taxis. Sometimes they turn up very early	1
Reliability	When regular driver is on holiday service is occasionally not available. When a stand in driver is used this can be 1hr to 1half hour too early	1
Other	After having an operation on my foot	1
Other	Buses are brilliant. The problems encountered are with the cars. I use both of these services equally one a fortnight	1
Other	I am 82 & like to do my own shopping & go to Crystal Peaks	1
Other	I am disabled	1
Other	I am sorry I don't use the bus too much as I am blind, very low sighted I need an escort with me. I have to wait till I can get one to come with me	1
Other	I don't go out	1
Other	I don't go out	1
Other	I have not ticked many my husband has now gone in residential home and I am able to get about so at the moment I do not need transport only to Doctors and he has a bus. Many thanks	1

Coding	More information about aspects of Rotherham Community Transport services that need improving or other improvements not already mentioned	Frequency
Other	I use the service only on Tuesday & Friday	1
Other	I will not be able to comment much as I have been in hospital for 4 weeks so have not been able to use the bus for the last 7 weeks	1
Other	Keep the service under First Transport	1
Other	New customer	1
Other	Nothing at all but roads need improving	1
Other	The reason I have not used the transport as much as I would like to is because I have been in hospital and have not been too well	1
Other	Try to accompany all patients	1
Other	Twice weekly I have mobility buses to take me to lunch clubs	1
Other	Used to go to Meadowhall on Thursday because I found that I could do	1
Other	When using public transport some drivers do not give the older people time to sit down	1
Not very helpful staff/communication/reliability	The lady in the office is OK. The other is not. Courtesy costs nothing. I book the flyer one week in advance as requested and several times it has not turned up - the office staff have not told the driver. The drivers are excellent.	1
Not very helpful staff	I am fairly satisfied with the service, but not with the attitude of some of the women who take the bookings	2
Not very helpful staff	Just one driver seems unaware that passengers are often in considerable pain (see section 8). Thanks you for your attention	1
Not very helpful staff	My comments are for all drivers except one, timekeeping for pick up and collections are very poor timekeeping up to 40-45 minutes late he does not assist passengers on or off the bus, in favour he makes sure that all out seat belts are fastened	1
Not very helpful staff	Need staff that answer the phone to be good clear speakers	1
Not very helpful staff	The couple of times I have spoken to the women who man the telephone she is very abrupt & unhelpful. The first time I used the service & arrived back home she phoned me up demanding money shouting at me for not paying the driver. No one even asked me	1
Not very helpful staff	The people booking the transport have attitude problems some days you get picked up maybe an hour earlier or they are not booked properly.	1
More drivers	A brilliant service but sometimes I have to cancel appointment for Doctors, Dentist etc. but they did not have a driver and taxi's rip you off and are too expensive. It's a wonderful service and everyone is lovely. Thanks a lot to all	1
More drivers	Availability for theatre or other evening visits, a little hazard - it appears, due too few drivers	1
More drivers	More drivers as the reason for cancellation is no drivers	1
Larger capacity	I think more passengers could be picked up per journey if the driver was given more freedom to go round & pick them up, re-arranging the booking table. I book for six people who go to the same luncheon club & we all travel together	1
Information	A prior call back system is most essential	1
Information	Don't use because we've no idea what is available. Have e-mailed, phoned & rung for timetables etc. - no response very disappointing. what happened to trips to Derbyshire & Coast?	1
Information	I want to know how many times a week I could use it	1
Information	Information could be supplied of other services available to the local area leaflets provided if possible.	1
Information	unable to get up to date timetable despite telephoning to request one, so currently unable to book	1
good service/not very helpful staff	The drivers are brilliant they do everything they can to help; it is the office staff what needs improving	1
Good service	All the information you give is adequate, thank you for your help	1
Good service	Because I do not use the service as often as many others I do not feel in a position to have worthwhile comments. My experience is fully satisfied and a valuable asset for my needs. (A most helpful service)	1
Good service	Being very please with the bus	1

Coding	More information about aspects of Rotherham Community Transport services that need improving or other improvements not already mentioned	Frequency
Good service	I am 84 years old & I am more than satisfied with my service. I can do my shopping on Thursday to Morrison's at Hillsborough with the help of Community Transport & our drivers are really obliging in every way	1
Good service	I am 85 I have arthritis at the base of my spine I get about with my walking stick. I am not house bound I do have mobility transport.	1
Good service	I am extremely satisfied with both the service & the drivers. They are all extremely helpful. Thanks you also to the back room staff	1
Good service	I am quite satisfied with your services	1
Good service	I am so grateful to have these schemes available having arthritis from my feet up to my jaw bone some days are grim, but to be picked up door to door is wonderful. The drivers are always kind & helpful	1
Good service	I am totally dependent on the Mobility Bus to be able to get to my bank & do my shopping as I need to take my mobility scooter to town, as I have a very limited ability to walk & I have to use 2 sticks to walk	1
Good service	I am very grateful for your help	1
Good service	I find the drivers are very kind and courteous and very helpful	1
Good service	I have been happy with my transport so far	1
Good service	I have been using dial-a-ride for years and am very satisfied with the scheme and the staff	1
Good service	I have had no trouble with the service	1
Good service	I have only been using the service over the last few months but find it very helpful & the driver most helpful & considerate	1
Good service	I have used this bus for 14 and a half years & without it I would not be able to get out on the days I don't use the bus I get a taxi. I use the bus 3 times a week apart from hospital or Doctors appointments which I cannot change	1
Good service	I think its a great service	1
Good service	I think the drivers are very helpful and do everything, very pleasant when I get on/off bus	1
Good service	I want to thank everybody for the service they give us, its like going on a day trip and enjoyed a couple of hours from 4 walls	1
Good service	I would like to use this box to say how grateful I am to this service and thank everyone concerned	1
Good service	Nothing to mention everything ok	1
Good service	Otherwise I am very satisfied with the service	1
Good service	The driver is very helpful and makes it a pleasant experience	1
Good service	Very good could not fault anything	1
Good service	We are very satisfied with all the above services also very grateful to all concerned	1
Good service	Your services are very good. Thank you everybody	1
Day the services run	A Dial-a-Bus journey would be more convenient on a different day from Friday as I have other commitments on that day	1
Day the services run	Friday service to the city would be welcome	1
Day the services run	I can't use this service for shopping because I usually have hospital appointments on the days that cover my area. This year I have had 1 or 2 hospital appointments every week I travel by ambulance	1
Day the services run	It would be nice to be able to use this service at weekends and to be able to go into the Barnsley area	1
Day the services run	It would be nice to have a few more Sat outings to places like flower nurseries and little country towns	1
Day the services run	It would be nice to have a Sunday service and be able to go into Derbyshire area	1
Day the services run	To run at weekends. Keep dial a bus running as usual	1
Day the services run	Would be useful if bus ran Sat & Sunday	1
Cost	Cost a little high	1
Cost	The car service to town was rather costly at £10.60	1
Communication	Communication needs to be improved between the booking office & the drivers	1

Coding	More information about aspects of Rotherham Community Transport services that need improving or other improvements not already mentioned	Frequency
Communication	I always inform drivers as well as office of any changes as communication between them is poor. On one occasion I cancelled transport due to illness and two turned up. (cost)	1
Communication	Important that the booking staff at Dial-a-Ride build a working relationship with the client all disabled people's need are different and should be taken into account	1
Communication	Improvements could be made with regard to service being cancelled due to illness or holidays, or if other drivers are unable to provide a services - communicating with service users re above	1
Comfort of the journey	Buses uncomfortable for some people with disability - very bumpy	1
Comfort of the journey	I myself having arthritis of the spine find it rather uncomfortable sometimes. May be due to very bad roads (which one can do very little about). Or maybe the age of the bus which sometimes is like a Western Stage Coach!	1
Comfort of the journey	My husband sometimes complains of the bus not being well sprung. He is confined to a wheelchair	1
Comfort of the journey	Swivel Seats	1
Booking procedure/ Communication	Booking procedure. communication between office staff and drivers	1
Booking procedure	Booking could be better. they let you know in a couple of days. It's not on only being able to book on the day you wish to travel.	1
Booking procedure	Booking could be improved, I use the service once a week same day, time & venue. It would be much easier for me to have this constantly booked & I could inform you if for any reason I had to cancel. Going on holiday next week so will not be able to book	1
Booking procedure	I have only used this source once as my daughter normally takes me everywhere I need. If for some reason she has to cancel at the last minute I do not always have 2/3 days to book in advance. I realise this is a problem for you	1
Booking procedure	I rarely use this service. I might be able to use it more if I didn't have to give a weeks notice	1
Booking procedure	I think the booking service could be improved i.e. I would use the service more if I did not have to book a week in advance otherwise excellent service	1
Booking procedure	It is difficult to know a week in advance if you want to use the service as we do not know times of carers a week in advance. I realise you need to be organised in advance but I find it stupid that if I phone a day later we cannot get the service	1
Booking procedure	On occasion I have been unwell and unable to cancel my journey on the Saturday as the office is closed and the driver had made an unnecessary journey	1
Booking procedure	Phone me to confirm booking ok	1
Booking procedure	Problem having to book a week in advance	1
Booking procedure	When you make a booking (for hospital etc) no one rings back to confirm	1
Booking procedure	Why do we have to phone community transport to book the Link Bus.? Then it is passed onto Transport services, Staniforth Road (sometimes)	1
Booking procedure	Would be very helpful if I could tell the driver each time I leave the bus to come for me the next week same time, thus this would avoid disappointment as sometimes I cannot get transport even though I have it every week.	1
Booking procedure	Would find it very useful to be able to book more than 1 week in advance. i.e. regular Thursday booking to blind institute	1
Booking procedure	Would like to see more flexibility for people to use the service more than twice a week as I am trying to get more education and getting there is getting a problem, as I have 3 classes per week on 3 separate days	1
Availability	I use community bus on average twice weekly to take me to my Church Toddler Group. I was under the impression you could only have community transport twice weekly, therefore visiting a friend off the normal bus route is reduced to school holidays instead	1
Accessibility	Can't get on a bus at all can't use my electric wheelchair on any buses except Supertram	1

More information about aspects of Rotherham Community Transport services that need improving or other improvements not already mentioned		
Coding		Frequency
Accessibility	Find it difficult getting on and off the bus as the step is very high for me	1
Accessibility	Room for scooter or electric wheelchair. a lot why I use Supertram	1
Accessibility	The availability of services for wheelchair bound passengers is restricted. I would like to attend a church service on Sunday morning, but have never been able to book a ride	1