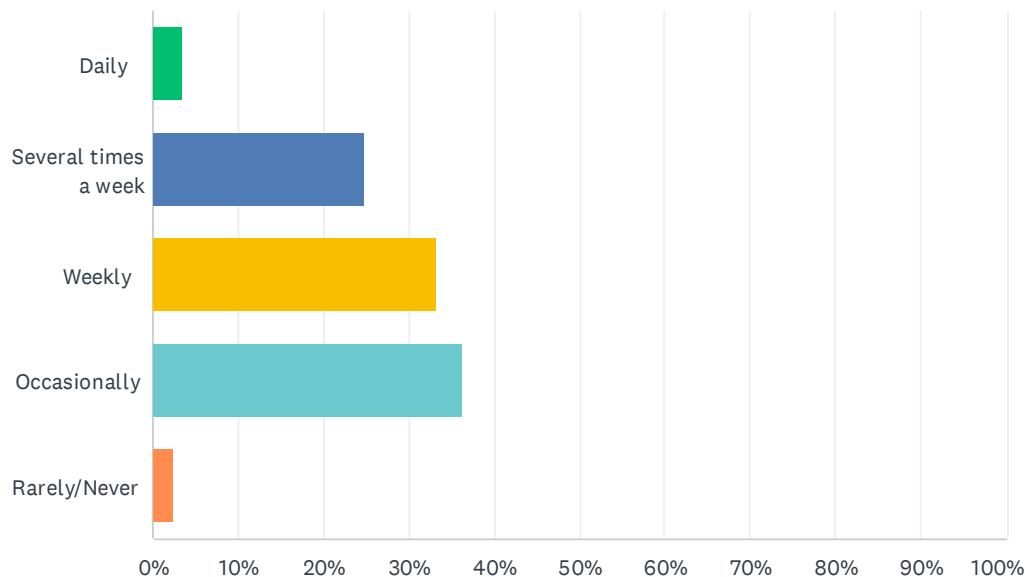


## Q1 How often do you usually travel by bus?

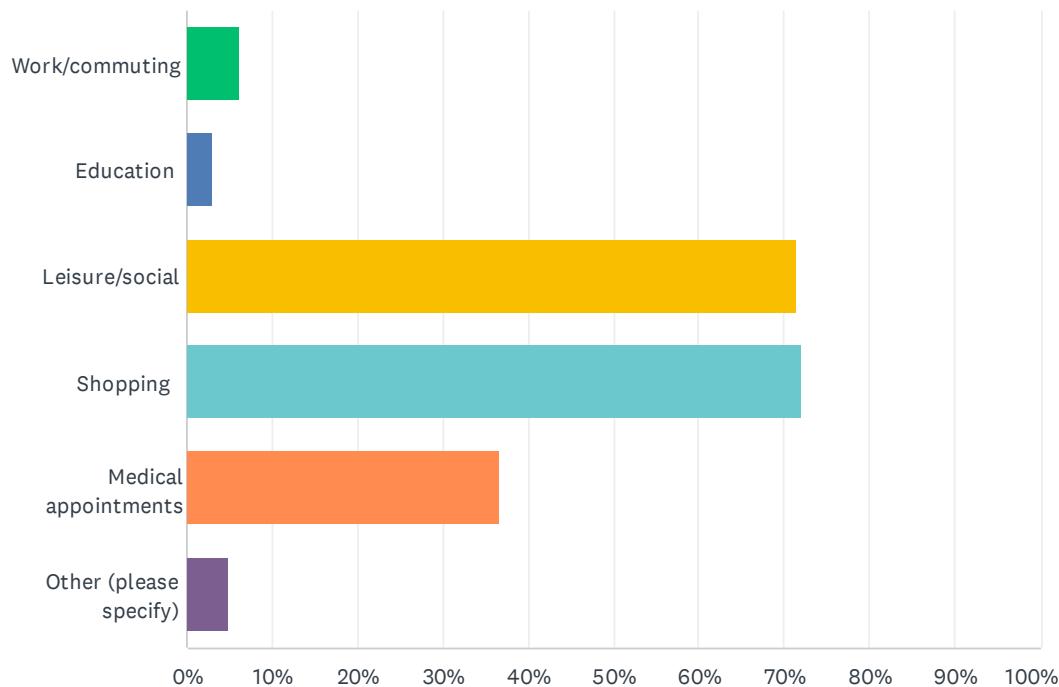
Answered: 207    Skipped: 1



ANSWER CHOICES	RESPONSES	
Daily	3.38%	7
Several times a week	24.64%	51
Weekly	33.33%	69
Occasionally	36.23%	75
Rarely/Never	2.42%	5
<b>TOTAL</b>		<b>207</b>

## Q2 What are your main reasons for using the bus? (Tick all that apply)

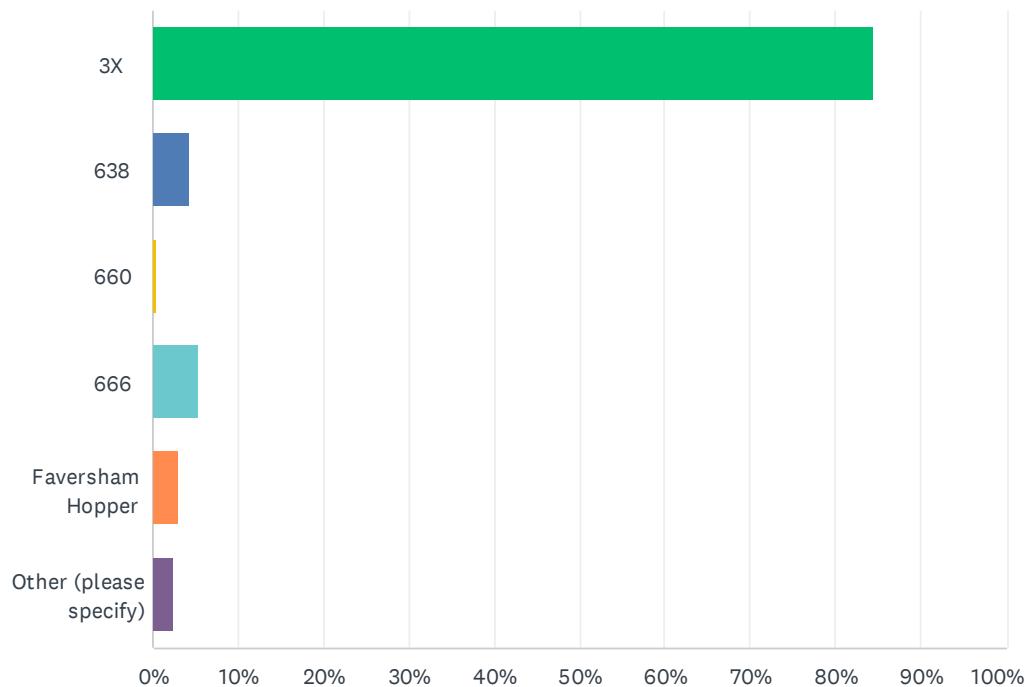
Answered: 207 Skipped: 1



ANSWER CHOICES	RESPONSES
Work/commuting	6.28% 13
Education	2.90% 6
Leisure/social	71.50% 148
Shopping	71.98% 149
Medical appointments	36.71% 76
Other (please specify)	4.83% 10
Total Respondents: 207	

## Q3 Which bus routes do you use most often?

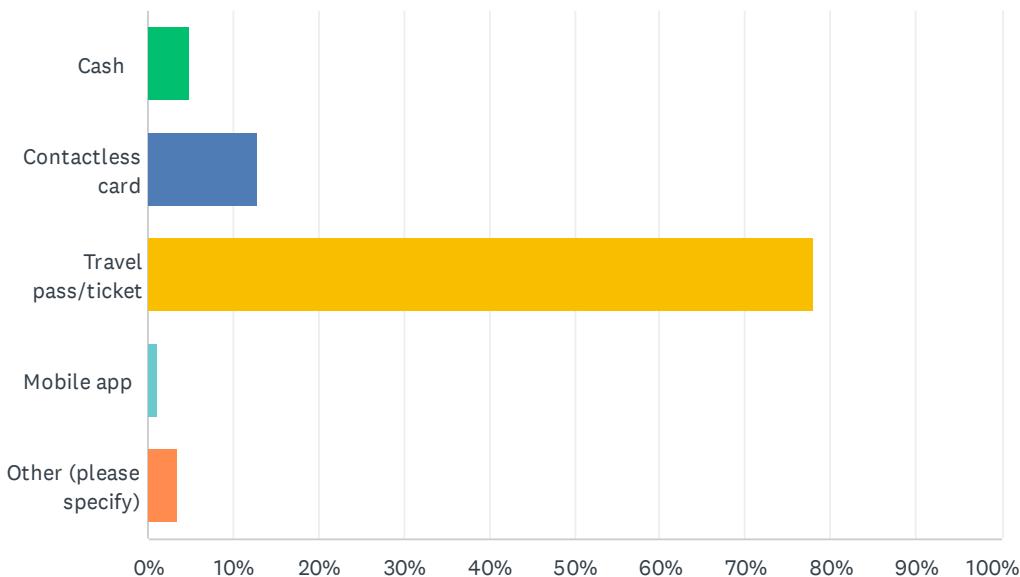
Answered: 206    Skipped: 2



ANSWER CHOICES	RESPONSES	
3X	84.47%	174
638	4.37%	9
660	0.49%	1
666	5.34%	11
Faversham Hopper	2.91%	6
Other (please specify)	2.43%	5
<b>TOTAL</b>		<b>206</b>

## Q4 How do you usually pay for your bus journey?

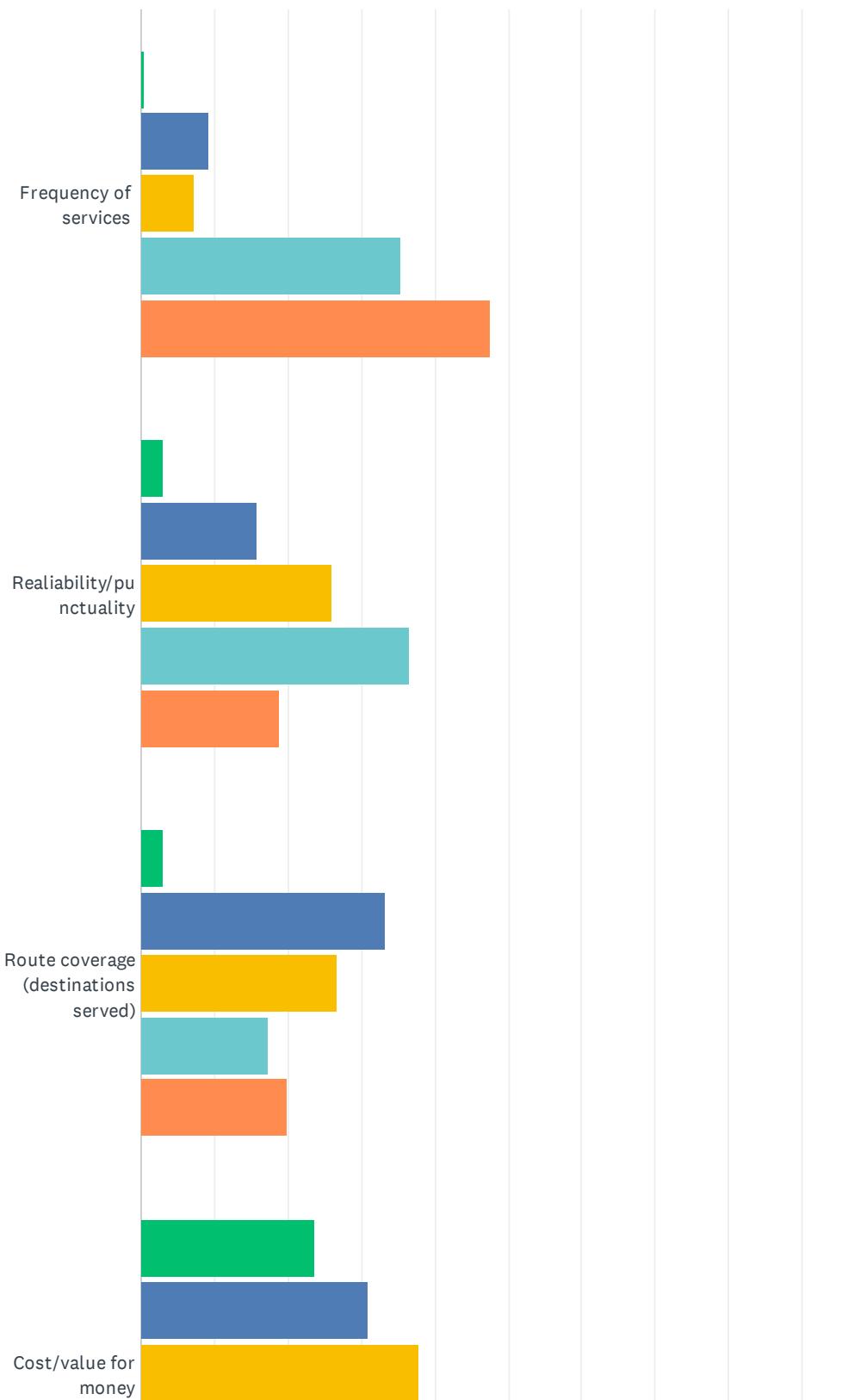
Answered: 204 Skipped: 4



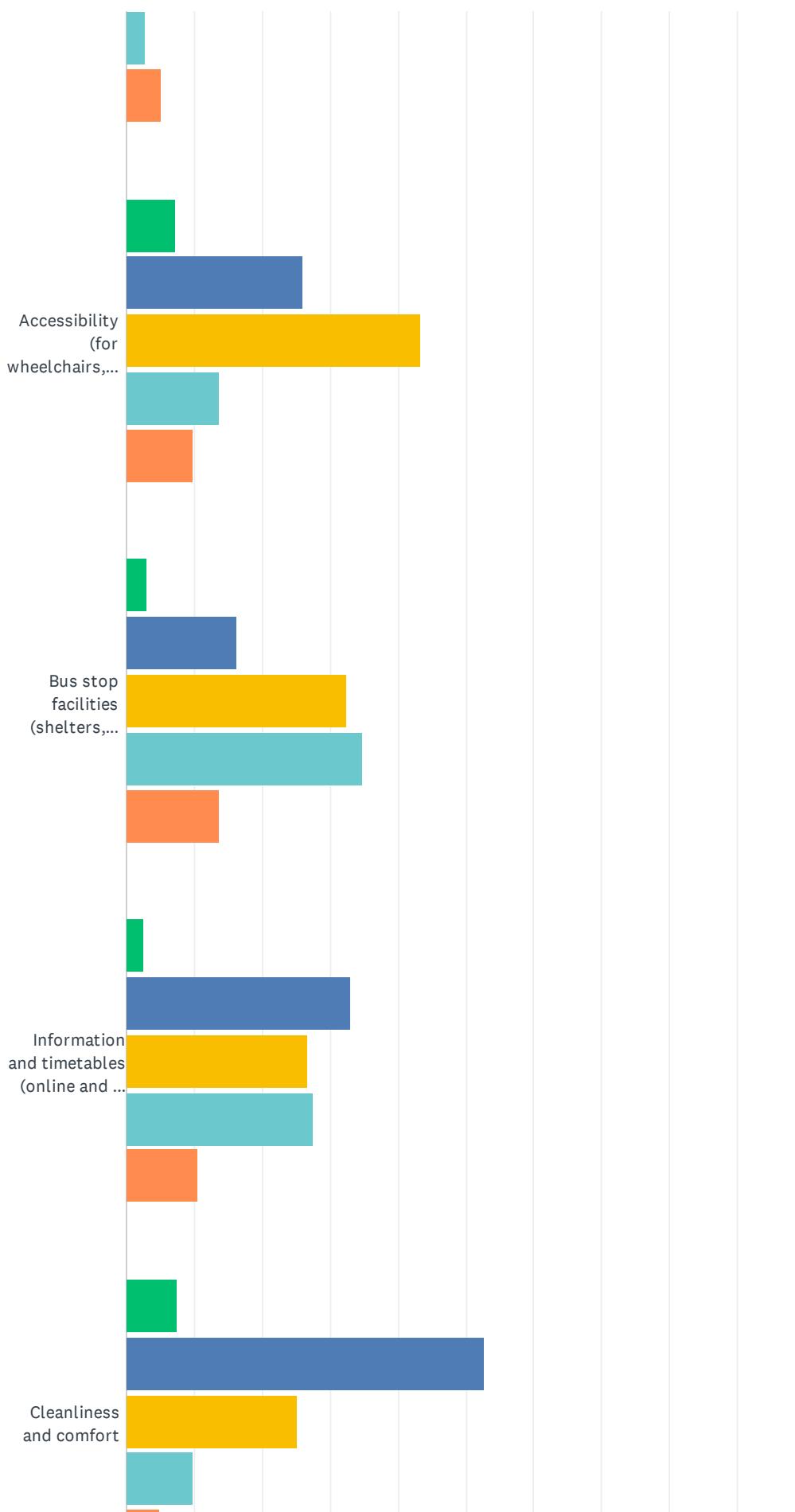
ANSWER CHOICES	RESPONSES
Cash	4.90%
Contactless card	12.75%
Travel pass/ticket	77.94%
Mobile app	0.98%
Other (please specify)	3.43%
<b>TOTAL</b>	<b>204</b>

## Q5 How satisfied are you with the following aspects of bus services in Faversham? (Please tick one box per row)

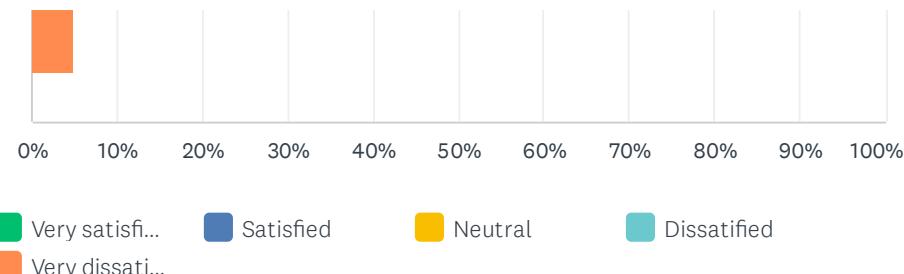
Answered: 206 Skipped: 2



## Faversham Bus Users' Survey



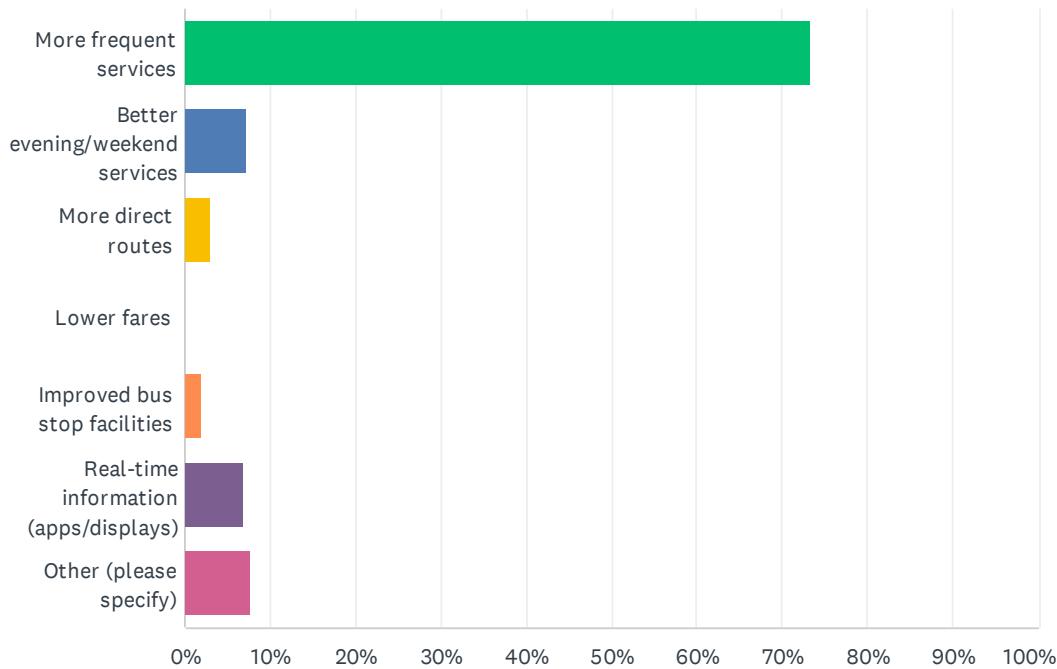
## Faversham Bus Users' Survey



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	TOTAL
Frequency of services	0.49% 1	9.22% 19	7.28% 15	35.44% 73	47.57% 98	206
Reliability/punctuality	2.96% 6	15.76% 32	26.11% 53	36.45% 74	18.72% 38	203
Route coverage (destinations served)	2.97% 6	33.17% 67	26.73% 54	17.33% 35	19.80% 40	202
Cost/value for money	23.60% 42	30.90% 55	37.64% 67	2.81% 5	5.06% 9	178
Accessibility (for wheelchairs, buggies, reduced mobility)	7.29% 14	26.04% 50	43.23% 83	13.54% 26	9.90% 19	192
Bus stop facilities (shelters, seating, information)	2.94% 6	16.18% 33	32.35% 66	34.80% 71	13.73% 28	204
Information and timetables (online and at stops)	2.46% 5	33.00% 67	26.60% 54	27.59% 56	10.34% 21	203
Cleanliness and comfort	7.39% 15	52.71% 107	25.12% 51	9.85% 20	4.93% 10	203

## Q6 What improvements would make you more likely to use buses more often?

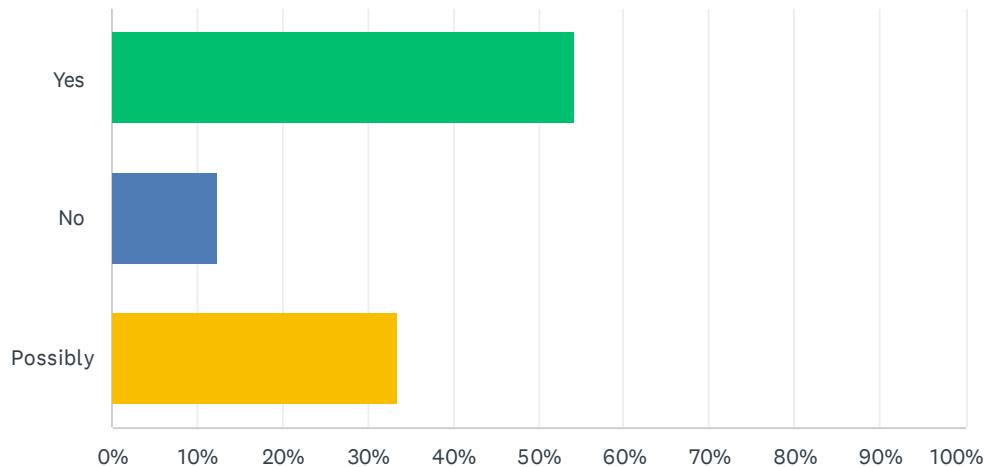
Answered: 206 Skipped: 2



ANSWER CHOICES	RESPONSES	
More frequent services	73.30%	151
Better evening/weekend services	7.28%	15
More direct routes	2.91%	6
Lower fares	0.00%	0
Improved bus stop facilities	1.94%	4
Real-time information (apps/display)	6.80%	14
Other (please specify)	7.77%	16
<b>TOTAL</b>		<b>206</b>

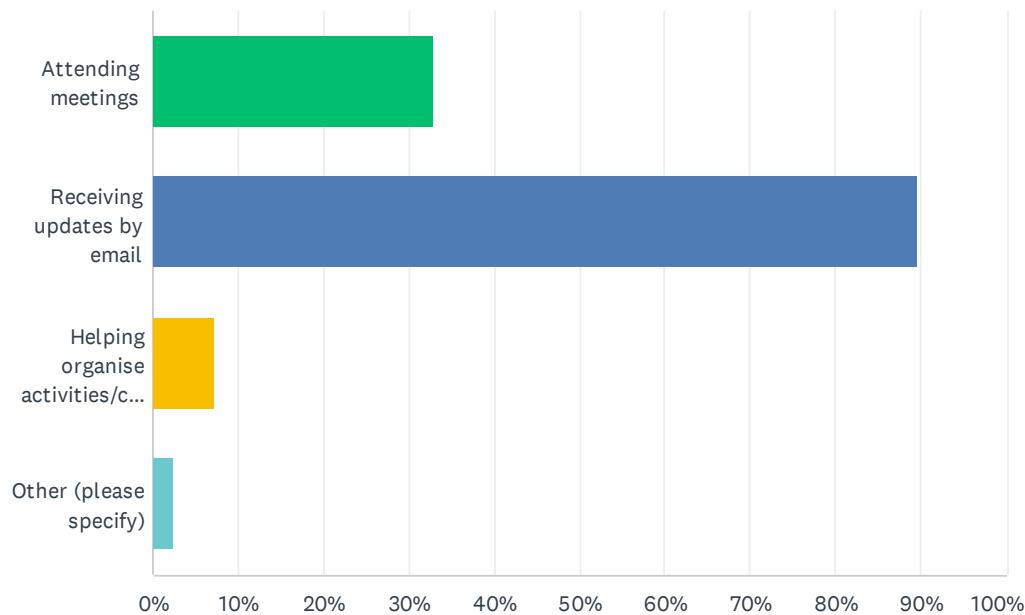
## Q7 Would you support the creation of a Faversham Bus Users' Group to represent passengers and campaign for better services?

Answered: 203    Skipped: 5



## Q8 If yes/possibly, would you be interested in any of the following?

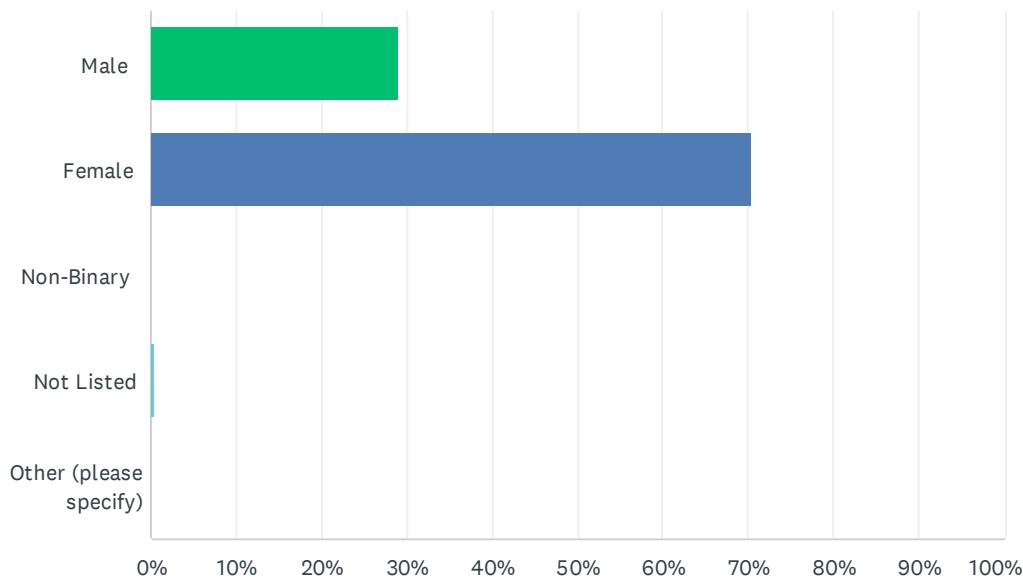
Answered: 125    Skipped: 83



ANSWER CHOICES	RESPONSES
Attending meetings	32.80%
Receiving updates by email	89.60%
Helping organise activities/campaigns	7.20%
Other (please specify)	2.40%
Total Respondents: 125	

## Q9 What gender do you identify as?

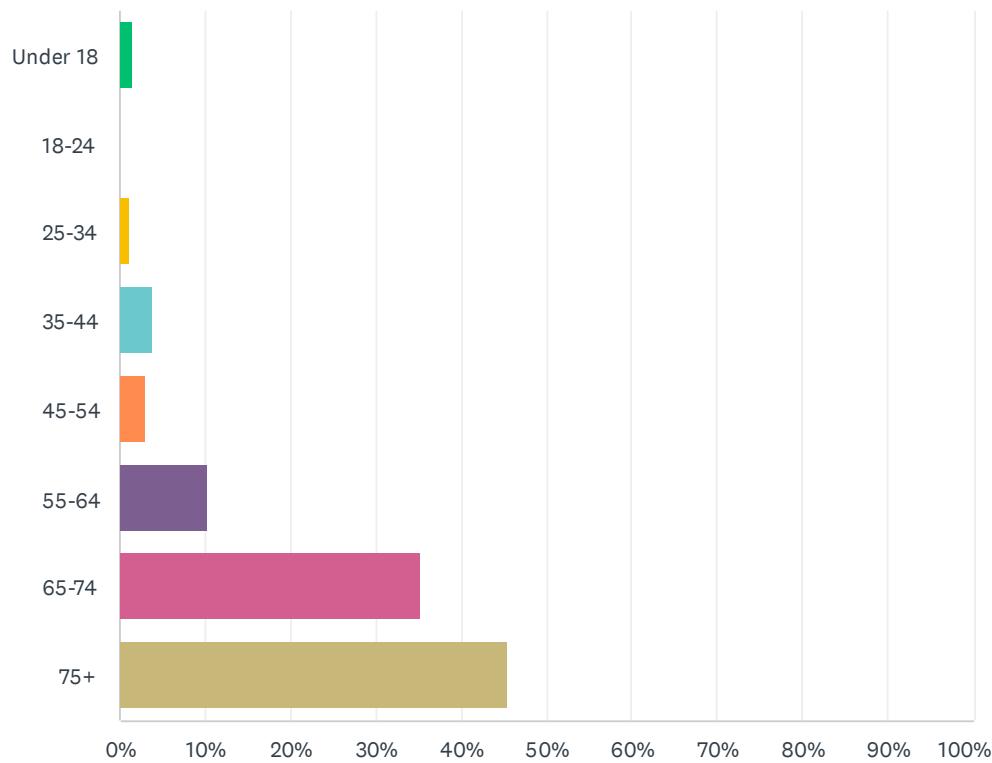
Answered: 203 Skipped: 5



ANSWER CHOICES	RESPONSES
Male	29.06% 59
Female	70.44% 143
Non-Binary	0.00% 0
Not Listed	0.49% 1
Other (please specify)	0.00% 0
<b>TOTAL</b>	<b>203</b>

## Q10 How old are you?

Answered: 207 Skipped: 1



ANSWER CHOICES	RESPONSES	
Under 18	1.45%	3
18-24	0.00%	0
25-34	0.97%	2
35-44	3.86%	8
45-54	2.90%	6
55-64	10.14%	21
65-74	35.27%	73
75+	45.41%	94
<b>TOTAL</b>		<b>207</b>

**Q11 If you would like to be kept informed about Faversham Bus Users' Group, please leave your name and contact details**

Answered: 96      Skipped: 112