

Faversham Bus Users' Survey

We want to understand how people in Faversham use bus services, what improvements they would like to see, and whether there is interest in forming a Faversham Bus Users' Group to give passengers a stronger voice.

Your feedback will help shape future discussions with bus operators and local councils.

About Your Bus Use

1. How often do you usually travel by bus?
 - Daily
 - Several times a week
 - Weekly
 - Occasionally
 - Rarely/Never
2. What are your main reasons for using the bus? (tick all that apply)
 - Work/commuting
 - Education
 - Shopping
 - Leisure/social
 - Medical appointments
 - Other (please specify)
3. Which bus routes do you use most often?
 - 3/3X (Canterbury)
 - 333/334 (Sittingbourne/Sheerness)
 - Other (please specify)
4. How do you usually pay for your bus journey?
 - Cash
 - Contactless card
 - Mobile app
 - Travel pass/ticket
 - Other (please specify)

Your Experience of Bus Services

5. How satisfied are you with the following aspects of bus services in Faversham?
(Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied)
 - Frequency of services
 - Reliability/punctuality
 - Route coverage (destinations served)
 - Cost/value for money
 - Accessibility (for wheelchairs, buggies, reduced mobility)

- Bus stop facilities (shelters, seating, information)
- Information and timetables (online and at stops)
- Cleanliness and comfort

6. What improvements would make you more likely to use buses more often?

- More frequent services
- Better evening/weekend services
- More direct routes
- Lower fares
- Improved bus stop facilities
- Real-time information (apps/displays)
- Other (please specify)

Future Bus Users' Group

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

- Yes, definitely
- Possibly
- No

8. If yes/possibly, would you be interested in:

- Attending meetings
- Receiving updates by email
- Helping organise activities/campaigns
- Other (please specify)

9. If you would like to be kept informed about a Faversham Bus Users' Group, please leave your name and contact details (optional):

- Name:
- Email/Phone: