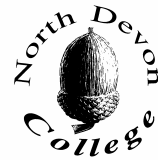




DEVON COUNTY COUNCIL



Life in the Bus Lane Travel Questionnaire For Passengers Other Than Students Travelling to College

Survey Reference No: Time of Journey: Date

Please assist us by filling in this questionnaire. Your opinions are essential in helping us to improve the Bus Service offered to you. Please tick/write in the relevant box.

1. How regularly do you use this bus service?

Daily 2-3 times per week Once a week Occasionally

2. How regularly do you travel at this time?

Daily 2-3 times per week Once a week Occasionally

3. What is the purpose of this journey?

Work Visiting Friend Shopping Leisure
Personal Business Medical Appointment Rail Connection Education Other

4a) At which stop did you board the bus for this journey?

4b) At which stop will you get off?

5. How long does it take you to get to the bus stop from your home/origin?

Adjacent to my house Up to 10 minutes walk More than 10 minutes walk I have a lift Other (Please specify)

6. How long does it take you to get to your destination/home when you get off the bus?

Adjacent to my destination Up to 10 minutes walk More than 10 minutes walk I have a lift Other (Please specify)

7. What sort of ticket do you have?

Single Return Explorer Weekly Ticket 1st Day Ticket Townwide
Smartcard Other (Please specify)

8. How would you rate the service in terms of value for money?

Very Poor Poor Satisfactory Good Very Good

9. Where did you find out about this service?

10. Where would you normally go to find information about Public Transport?

11. How do you rate the reliability of this service? (Please add further comments under Question 21)
- Very Poor Poor Satisfactory Good Very Good
12. How do you rate the punctuality of the buses? (Please add further comments under Question 21)
- Very Poor Poor Satisfactory Good Very Good
13. How do you rate the frequency of this service? (Please add further comments under Question 21)
- Very Poor Poor Satisfactory Good Very Good
14. How do you rate the convenience of the timetable? (Please add further comments under Question 21)
- Very Poor Poor Satisfactory Good Very Good
15. How do you rate the cleanliness of the vehicle both inside and outside?
- Very Poor Poor Satisfactory Good Very Good
16. How do you rate the drivers of this service? (Please add further comments under Question 21)
- Very Poor Poor Satisfactory Good Very Good
17. How do you rate the accessibility of the vehicle? (Please add further comments under Question 21)
- Very Poor Poor Satisfactory Good Very Good
18. How comfortable do you rate the vehicle? (Please add further comments under Question 21)
- Very Poor Poor Satisfactory Good Very Good
19. Please place the following criteria in order of importance to you when using buses.
(1 is the most important and 10 the least important).
- Cost Reliability of Service Helpfulness of drivers Convenient bus times
- Frequency of Service Cleanliness of vehicle Vehicle easy to access
- Comfortable vehicle Bus shelter Information at bus stop

20. What changes would you like to see made to the timetable? For example, earlier work time journeys, more frequent services, (Please be as specific as possible particularly if you use the service regularly).

21. Please put any other comments you wish to make below:

Please hand this questionnaire to the surveyor before you get off the bus or return it in the reply pre paid envelope by Friday 9th November 2001. Thank you for completing this questionnaire.
WE VALUE YOUR VIEWS.

Results of Bus Survey Autumn 2001

APPENDIX A

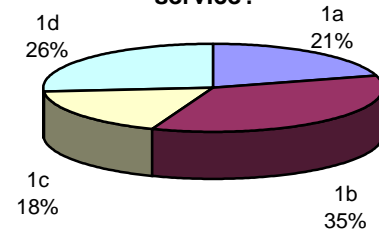
Responses from the Service 71 Surveys

Date	Ref No	Service	Time	From	To	No Passengers
#####	71/1	71	10.47	Holsworthy	Barnstaple	10
#####	71/2	71	9.25	Barnstaple	Holsworthy	3
#####	71/3	71	14.47	Holsworthy	Barnstaple	3
#####	71/4	71	13.25	Barnstaple	Holsworthy	4
#####	71/5	71	12.47	Holsworthy	Barnstaple	7
#####	71/6	71	11.25	Barnstaple	Holsworthy	10

1 How regularly do you use this service?

1a	7	Daily
1b	12	2-3 times per week
1c	6	Once a week
1d	9	Occasionally

How regularly do you use this bus service?



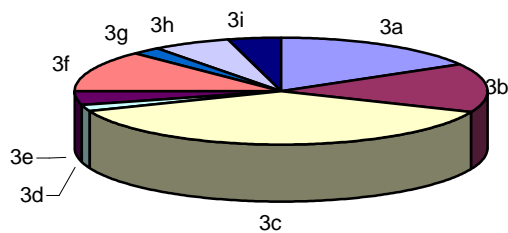
2 How regularly do you travel at this time?

Ref No	Time	From	To	Daily	2-3 times/week	Once a week	Occasionally
71/1	10.47	Holsworthy	Barnstaple	2	0	2	3
71/2	9.25	Barnstaple	Holsworthy	0	1	1	1
71/3	14.47	Holsworthy	Barnstaple	0	0	1	2
71/4	13.25	Barnstaple	Holsworthy	1	0	1	2
71/5	12.47	Holsworthy	Barnstaple	1	1	2	3
71/6	11.25	Barnstaple	Holsworthy	1	5	1	20

3 What is the purpose of this journey?

3a	8	Work
3b	7	Visiting Friend
3c	18	Shopping
3d	1	Leisure
3e	2	Personal Business
3f	6	Medical Appointment
3g	1	Rail Connection
3h	3	Education
3i	2	Other

What is the purpose of this journey?



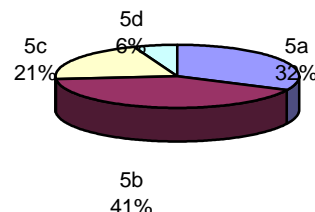
4 At which stop did you board/leave the bus for this journey?

Ref No	Time	From	To	Boarded At	No	Left Bus At	No
71/1	10.47	Holsworthy	Barnstaple	Torrington	5		
				Dartington	1		
				Stibb Cross	1		
				Holsworthy	1		
71/2	9.25	Barnstaple	Holsworthy	Barnstaple	2	Newton Tracey	1
				Torrington	1	Torrington	1
						Holsworthy	1
71/3	14.47	Holsworthy	Barnstaple	Torrington	3	Barnstaple	3
71/4	13.25	Barnstaple	Holsworthy	Barnstaple	4	Torrington	4
71/5	12.47	Holsworthy	Barnstaple	Torrington	3	Barnstaple	5
				Holsworthy	2	Milton Damerel	2
				Calfsford	2		
71/6	11.25	Barnstaple	Holsworthy	Barnstaple	2	Torrington	4
				Lovacott	1	Dartington	2
				Torrington	5	Newton Tracey	1
				Dartington	1	Watergate	2

5 How long does it take you to get to the bus stop from your home/origin?

5a	11	Adjacent to my home
5b	14	Up to 10 minutes walk
5c	7	More than 10 minutes walk
5d	2	I have a lift

How long does it take you to get to the bus stop from your home/origin?



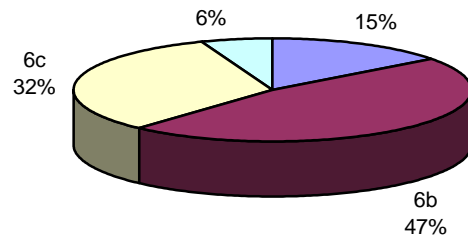
6 How long does it take you to get to your destination/home when you get off the bus?

6a	5	Adjacent to my home
6b	16	Up to 10 minutes walk

How long does it take you to get to your destination/home when you get off the bus?



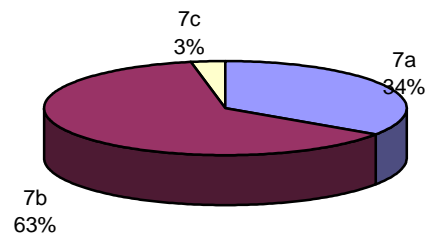
6c	11	More than 10 minutes walk
6d	2	I have a lift



7 What sort of ticket do you have?

7a	11	Single
7b	20	Return
7c	1	Smartcard
7d	0	Weekly
7e	0	First Day
7f	0	Townwide
7g	0	Explorer

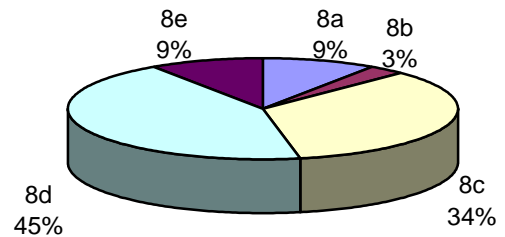
What sort of ticket do you have?



8 How would you rate the service in terms of value for money?

8a	3	Very Poor
8b	1	Poor
8c	11	Satisfactory
8d	14	Good
8e	3	Very Good

How would you rate the service in terms of value for money?



9 Where did you find out about this service?

71/1 10.47 Holsworthy Barnstaple

Parents
College
Timetable
Bus stops

71/2 9.25 Barnstaple Holsworthy

Local Information
Bus station

22

71/3 14.47 Holsworthy Barnstaple

Family
Timetable

71/4 13.25 Barnstaple Holsworthy

College
Timetable
Friends

71/5 12.47 Holsworthy Barnstaple

Friends
Bus Driver
Bus Timetable
Post Office
Bus Stop

71/6	11.25	Barnstaple	Holsworthy	Been using it for years MP Timetable Friend Local paper
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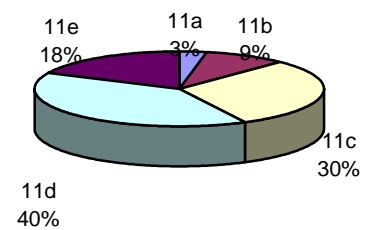
10 Where would you normally go to find information about Public Transport?

71/1	10.47	Holsworthy	Barnstaple	Ring bus station College Bus station Bus stop
71/2	9.25	Barnstaple	Holsworthy	Bus stop Bus station
71/3	14.47	Holsworthy	Barnstaple	Family Timetable
71/4	13.25	Barnstaple	Holsworthy	College Timetable Telephone
71/5	12.47	Holsworthy	Barnstaple	Bus station Post office Bus driver
71/6	11.25	Barnstaple	Holsworthy	Tourist Information Bus stop Timetable Post Office Phone Bus station Red Bus

11 How do you rate the reliability of this service?

11a	1	Very Poor
11b	3	Poor
11c	10	Satisfactory
11d	13	Good
11e	6	Very Good

How do you rate the reliability of this service?

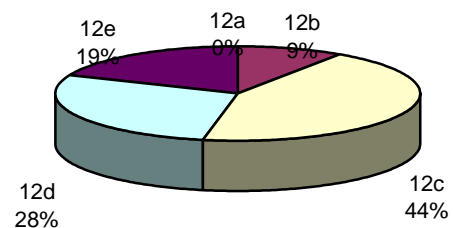


23

12 How do you rate the punctuality of the buses?

12a	0	Very Poor
12b	3	Poor
12c	14	Satisfactory
12d	9	Good
12e	6	Very Good

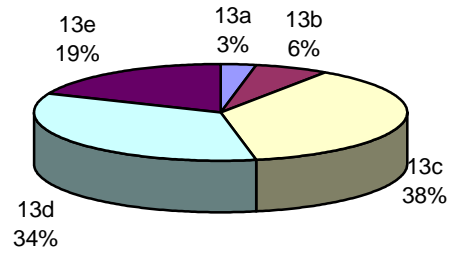
How do you rate the punctuality of the buses?



13 How do you rate the frequency of this service?

13a	1	Very Poor
13b	2	Poor
13c	12	Satisfactory
13d	11	Good
13e	6	Very Good

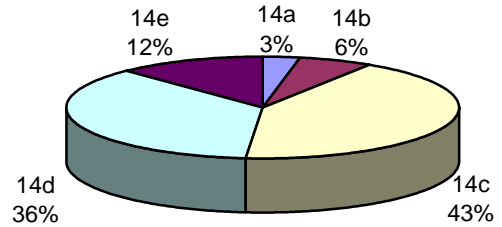
How do you rate the frequency of this service?



14 How do you rate the convenience of the timetable?

14a	1	Very Poor
14b	2	Poor
14c	14	Satisfactory
14d	12	Good
14e	4	Very Good

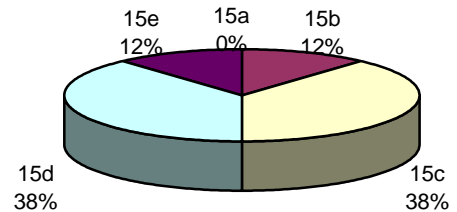
How do you rate the convenience of the timetable?



15 How do you rate the cleanliness of the vehicle both inside and outside?

15a	0	Very Poor
15b	4	Poor
15c	13	Satisfactory
15d	13	Good
15e	4	Very Good

How do you rate the cleanliness of the vehicle both inside and outside?

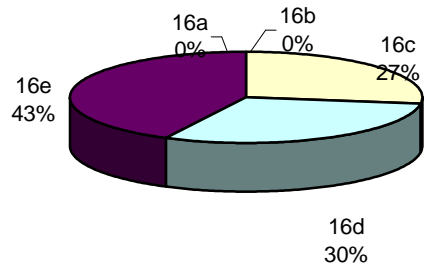


24

16 How do you rate the drivers of this service?

16a	0	Very Poor
16b	0	Poor
16c	9	Satisfactory
16d	10	Good
16e	14	Very Good

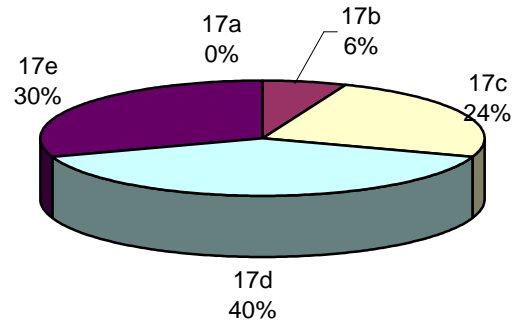
How do you rate the drivers of this service?



17 How do you rate the accessibility of the vehicle?

17a	0	Very Poor
17b	2	Poor
17c	8	Satisfactory
17d	13	Good
17e	10	Very Good

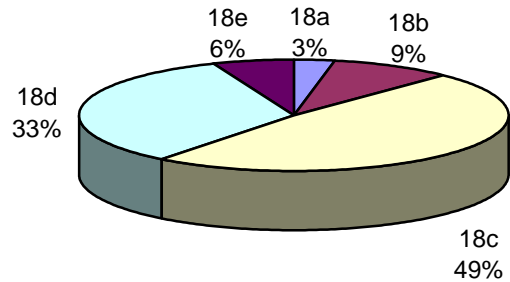
How do you rate the accessibility of the vehicle?



18 How comfortable do you rate the vehicle?

18a	1	Very Poor
18b	3	Poor
18c	16	Satisfactory
18d	11	Good
18e	2	Very Good

How comfortable do you rate the vehicle?

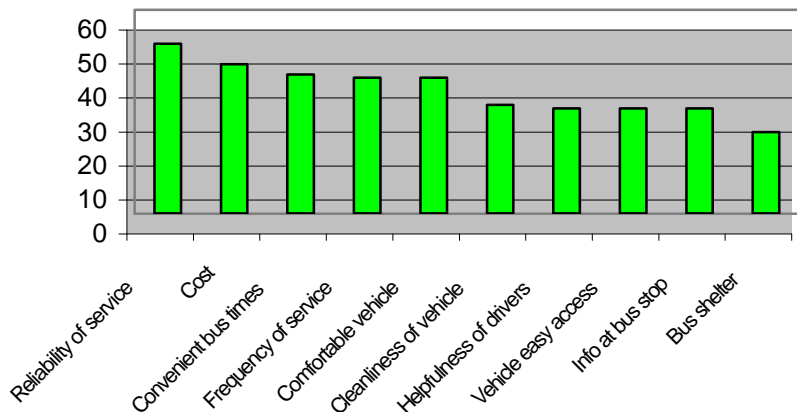


25

19 Criteria in order of importance

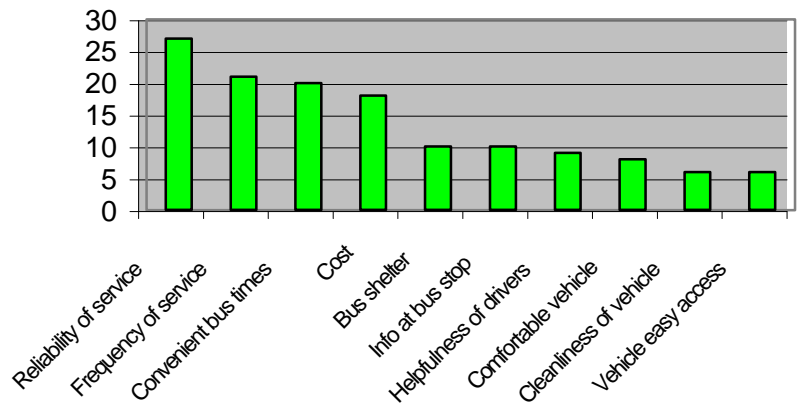
71/1 10.47 Holsworthy Barnstaple

Reliability of service	50
Cost	44
Convenient bus times	41
Frequency of service	40
Comfortable vehicle	40
Cleanliness of vehicle	32
Helpfulness of drivers	31
Vehicle easy access	31
Info at bus stop	31
Bus shelter	24



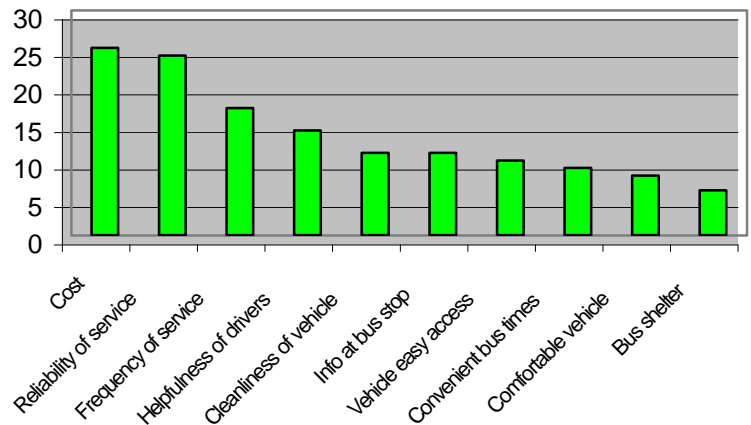
71/2 9.25 Barnstaple Holsworthy

Reliability of service	27
Frequency of service	21
Convenient bus times	20
Cost	18
Bus shelter	10
Info at bus stop	10
Helpfulness of drivers	9
Comfortable vehicle	8
Cleanliness of vehicle	6
Vehicle easy access	6



71/3 14.47 Holsworthy Barnstaple

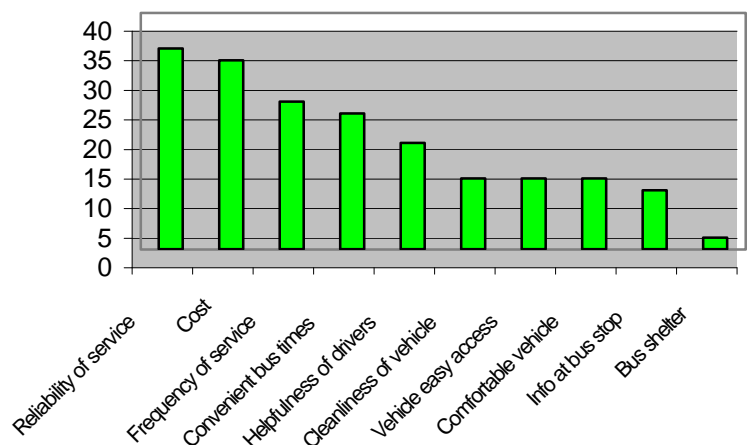
Cost	25
Reliability of service	24
Frequency of service	17
Helpfulness of drivers	14
Cleanliness of vehicle	11
Info at bus stop	11
Vehicle easy access	10
Convenient bus times	9
Comfortable vehicle	8
Bus shelter	6



26

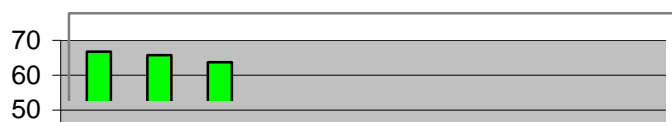
71/4 13.25 Barnstaple Holsworthy

Reliability of service	34
Cost	32
Frequency of service	25
Convenient bus times	23
Helpfulness of drivers	18
Cleanliness of vehicle	12
Vehicle easy access	12
Comfortable vehicle	12
Info at bus stop	10
Bus shelter	2

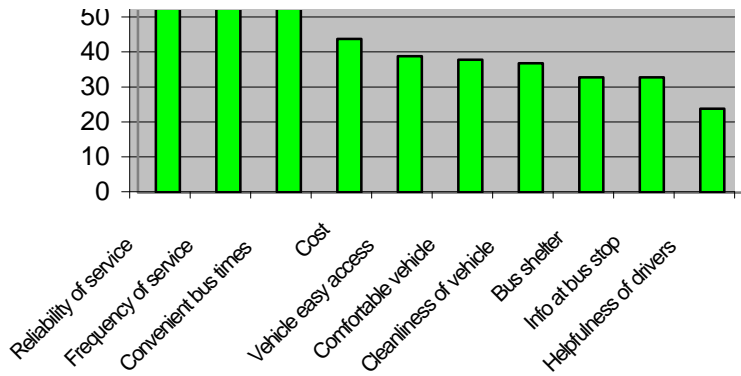


71/5 12.47 Holsworthy Barnstaple

Reliability of service	59
Frequency of service	58
Convenient bus times	56
Cost	44

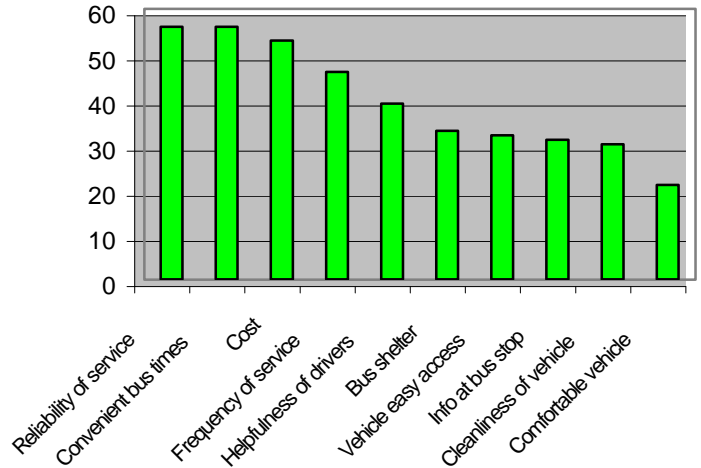


Vehicle easy access	39
Comfortable vehicle	38
Cleanliness of vehicle	37
Bus shelter	33
Info at bus stop	33
Helpfulness of drivers	24



71/6 11.25 Barnstaple Holsworthy

Reliability of service	56
Convenient bus times	56
Cost	53
Frequency of service	46
Helpfulness of drivers	39
Bus shelter	33
Vehicle easy access	32
Info at bus stop	31
Cleanliness of vehicle	30
Comfortable vehicle	21

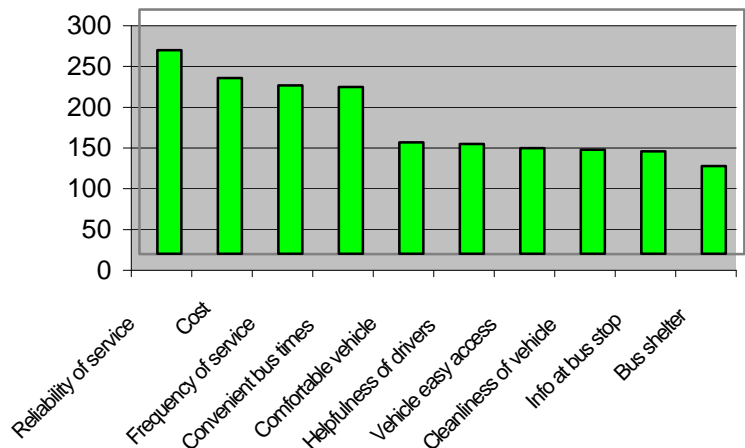


27

Overall on Service 71

Criteria in order of importance

Reliability of service	250
Cost	216
Frequency of service	207
Convenient bus times	205
Comfortable vehicle	137
Helpfulness of drivers	135
Vehicle easy access	130
Cleanliness of vehicle	128
Info at bus stop	126
Bus shelter	108



20 Comments made by passengers on Service 71

- 71/1 More frequent times i.e. every half hour
- Later times
- Later bus times (evenings)
- More services on Sundays
- Buses every half hour

It would be great if Bus No 71 went from Langtree at 9.30 am on college mornings not just from Torrington.

Buses are not that reliable, they are often late and sometimes do not turn up.

The bus looks shabby and not very nice

I think the prices are too high. I think we should pay for an adult when we are 18 not 16

By Torrington newsagents they need a shelter and a few chairs (seats) i.e. when I wait for college and its raining I go to college wet all day

71/2 Service in evenings

Earlier bus - 9 am if possible

71/3 later 71 and 70 journeys say one at 8, 9 and 10 as Torrington is cut off if you can't drive.

Make sure the buses turn up if not a reason should be given - don't act like nothing has happened.

71/4 I would like to see later journeys

Increase service to Torrington/Bideford/Barnstaple at weekends and evenings.

71/5 It could be cheaper

Earlier work time who start before 8.15 am

28

More frequent Sunday service also later at night

I finish work in Barnstaple at 8.30 and if I cannot get a lift I have to hitch home to Torrington (most unsafe) so there is a need for later buses (even if restricted to one every 2 hours after 6pm)

We could do with an earlier bus to take people to work before 9.00 am.

They need more of a shelter cause it does not keep you dry and more buses e.g. every half hour.

Access for all buses to allow prams on put up instead of folded down.

Buses are often being missed out from Barnstaple to Torrington. The 5.40 bus sometimes does not arrive which means waiting until 6.25 for the last bus and no satisfactory reasons are given.

71/6 Maybe a bus at about 8.30 - 8.45 am would be useful.

Our bus that leaves Langtree for Barnstaple at 9.10 am only runs in college holidays - this is very difficult as the next one at 10.12 does not connect with the Exeter bus from Torrington.

Pushchair accessible should be used all the time - these are really good, clean and comfortable and I have a child in a pushchair normally.

Services are much improved.

Would like to see all these buses with easy access as advertised.

We need a later bus to come from Torrington - in the early evening.

Daily 9 - 12 am from Langtree to Torrington to enable one to travel on the 9.40 to Exeter also if one has to attend the doctors surgery in Torrington.

We need a later bus to come from Torrington - in the early evening.

Results of Bus Survey Autumn 2001

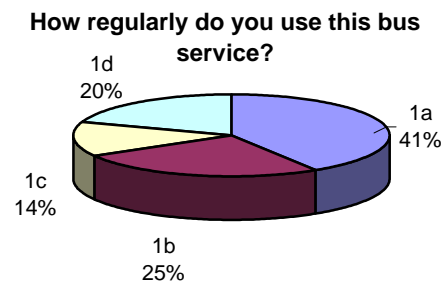
APPENDIX B

Responses from the Service 71A Surveys

Date	Ref No	Service	Time	From	To	No.Passengers
#####	71A/1	71A	8.15	Shebbear	Barnstaple	14
#####	71A/2	71A	13.55	Shebbear	Barnstaple	11
#####	71A/3	71A	8.25	Barnstaple	Shebbear	4
#####	71A/4	71A	12.25	Barnstaple	Shebbear	9
#####	71A/5	71A	9.55	Shebbear	Barnstaple	16
#####	71A/6	71A	8.25	Barnstaple	Shebbear	2
#####	71A/7	71A	9.55	Shebbear	Barnstaple	6

1 How regularly do you use this service?

1a	21	Daily
1b	13	2-3 times per week
1c	7	Once a week
1d	10	Occasionally



2 How regularly do you travel at this time?

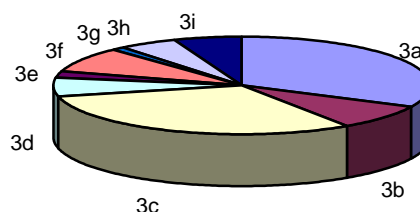
Ref No	Time	From	To		
71A/1	8.15	Shebbear	Barnstaple	Daily	9
				2-3 times/week	3
				Once a week	1
				Occasionally	3
71A/2	13.55	Shebbear	Barnstaple	Daily	0
				2-3 times/week	0
				Once a week	2
				Occasionally	4
71A/3	8.25	Barnstaple	Shebbear	Daily	1
				2-3 times/week	2
				Once a week	1
				Occasionally	0
71A/4	12.25	Barnstaple	Shebbear	Daily	0
				2-3 times/week	1
				Once a week	3
				Occasionally	5
71A/5	9.55	Shebbear	Barnstaple	Daily	2
				2-3 times/week	4
				Once a week	0
				Occasionally	4
71A/6	8.25	Barnstaple	Shebbear	30	
				Daily	1
				2-3 times/week	0
				Once a week	0

71A/7	9.55 Shebbear	Barnstaple	Occasionally	0
			Daily	1
			2-3 times/week	2
			Once a week	0
			Occasionally	1

3 What is the purpose of this journey?

3a	27	Work
3b	7	Visiting Friend
3c	26	Shopping
3d	5	Leisure
3e	2	Personal Business
3f	7	Medical Appointment
3g	1	Rail Connection
3h	4	Education
3i	5	Other

What is the purpose of this journey?



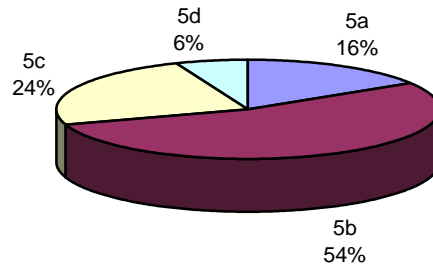
4 At which stop did you board/leave the bus for this journey?

Ref No	Time	From	To	Boarded At	No	Left Bus At	No
71A/1	8.15	Shebbear	Barnstaple	Eastacombe	1	Barnstaple	13
				Torrington	8	Alverdiscott	1
				Alverdiscott	1	Torrington	1
				Dartington	2		
				Stibb Cross	1		
				Shebbear	1		
				Watergate	1		
71A/2	13.55	Shebbear	Barnstaple	Torrington	4	Barnstaple	6
				Langtree	1		
				Taddiport	1		
71A/3	8.25	Barnstaple	Shebbear	Bus station	2	Torrington	3
				Dartington	1	Lovacott	1
				Torrington	1		
71A/4	12.25	Barnstaple	Shebbear	Barnstaple	8	Shebbear	1
				Torrington	1	Dartington	2
						Torrington	5
						Rowden	1
71A/5	9.55	Shebbear	Barnstaple	Shebbear	2	Torrington	1
				Torrington	4	Barnstaple	9
				Alverdiscott	2		
				Dartington	2		
71A/6	8.25	Barnstaple	Shebbear	31			
				Lovacott	1	Barnstaple	1
71A/7	9.55	Shebbear	Barnstaple	Torrington	2	Barnstaple	2
				Langtree	1	Torrington	1
				Taddiport	1		

5 How long does it take you to get to the bus stop from your home/origin?

5a	8	Adjacent to my home
5b	27	Up to 10 minutes walk
5c	12	More than 10 minutes walk
5d	3	I have a lift

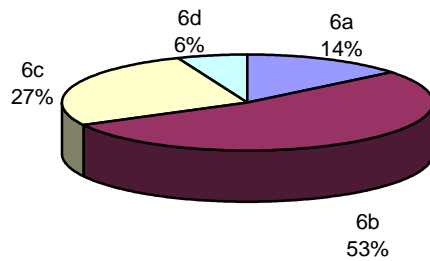
How long does it take you to get to the bus stop from your home/origin?



6 How long does it take you to get to your destination/home when you get off the bus?

6a	7	Adjacent to my home
6b	26	Up to 10 minutes walk
6c	13	More than 10 minutes walk
6d	3	I have a lift

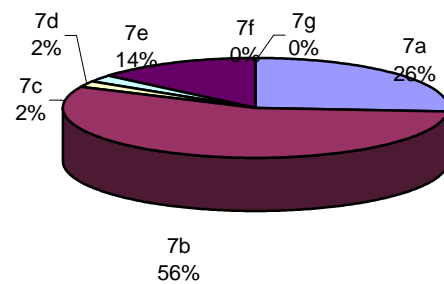
How long does it take you to get to your destination/home when you get off the bus?



7 What sort of ticket do you have?

7a	13	Single
7b	28	Return
7c	1	Weekly
7d	1	Townwide
7e	7	Explorer
7f	0	First Day
7g	0	Smartcard

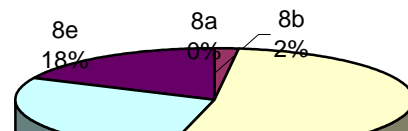
What sort of ticket do you have?

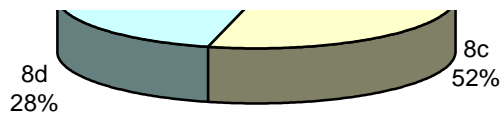


8 How would you rate the service in terms of value for money?

8a	0	Very Poor
8b	1	Poor
8c	26	Satisfactory
8d	14	Good
8e	9	Very Good

How would you rate the service in terms of value for money?





9 Where did you find out about this service?

71A/1	8.15	Shebbear	Barnstaple	Bus station Friends Torrington School College Timetable
71A/2	13.55	Shebbear	Barnstaple	Always known Common knowledge Asked in a shop Parents Friend
71A/3	8.25	Barnstaple	Shebbear	Friends Timetable
71A/4	12.25	Barnstaple	Shebbear	College Local knowledge Hear say Parents Shebbear magazine and timetable Used it for years
71A/5	9.55	Shebbear	Barnstaple	Bus station Timetable Local knowledge College
71A/6	8.25	Barnstaple	Shebbear	On bus
71A/7	9.55	Shebbear	Barnstaple	Neighbours Leaflet in post

10 Where would you normally go to find information about Public Transport?

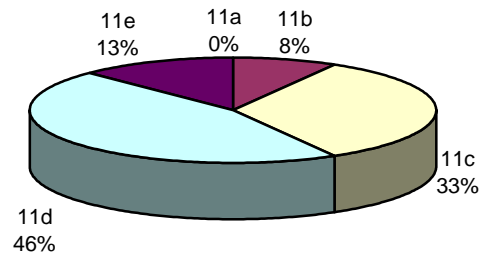
71A/1	8.15	Shebbear	Barnstaple	Bus station School/college Tourist Information Office Internet Timetable
71A/2	13.55	Shebbear	Barnstaple	Tourist Information Post Office Bus stop Timetable Ask someone
71A/3	8.25	Barnstaple	Shebbear	Bus station Tourist Information Internet
71A/4	12.25	Barnstaple	Shebbear	Bus station Timetable Public information centre

71A/5	9.55	Shebbear	Barnstaple	Bus station Timetable Local knowledge College
71A/6	8.25	Barnstaple	Shebbear	Barnstaple bus station (if they have time to speak to you - not much)
71A/7	9.55	Shebbear	Barnstaple	Bus station Yellow pages

11 How do you rate the reliability of this service?

11a	0	Very Poor
11b	4	Poor
11c	16	Satisfactory
11d	22	Good
11e	6	Very Good

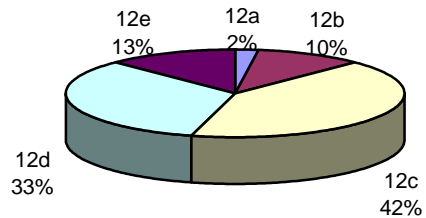
How do you rate the reliability of this service?



12 How do you rate the punctuality of the buses?

12a	1	Very Poor
12b	5	Poor
12c	20	Satisfactory
12d	16	Good
12e	6	Very Good

How do you rate the punctuality of the buses?

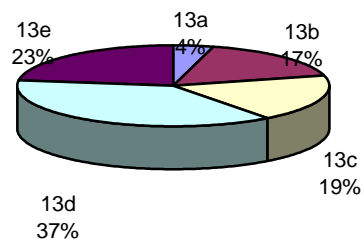


34

13 How do you rate the frequency of this service?

13a	2	Very Poor
13b	8	Poor
13c	9	Satisfactory
13d	18	Good
13e	11	Very Good

How do you rate the frequency of this service?



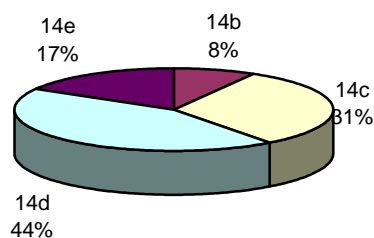
14 How do you rate the convenience of the timetable?

14a	0	Very Poor
14b	4	Poor

How do you rate the convenience of the timetable?

14c	15 Satisfactory
14d	21 Good
14e	8 Very Good

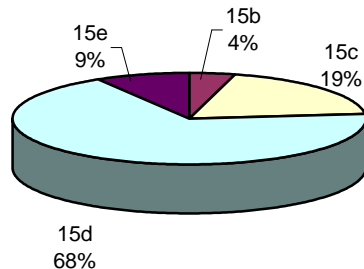
timetable?



15 How do you rate the cleanliness of the vehicle both inside and outside?

15a	0	Very Poor
15b	2	Poor
15c	9	Satisfactory
15d	32	Good
15e	4	Very Good

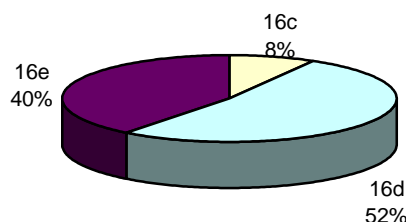
How do you rate the cleanliness of the vehicle both inside and outside?



16 How do you rate the drivers of this service?

16a	0	Very Poor
16b	0	Poor
16c	4	Satisfactory
16d	25	Good
16e	19	Very Good

How do you rate the drivers of this service?

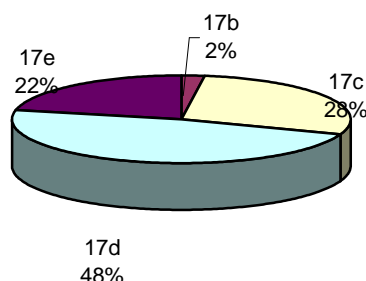


35

17 How do you rate the accessibility of the vehicle?

17a	0	Very Poor
17b	1	Poor
17c	13	Satisfactory
17d	22	Good
17e	10	Very Good

How do you rate the accessibility of the vehicle?



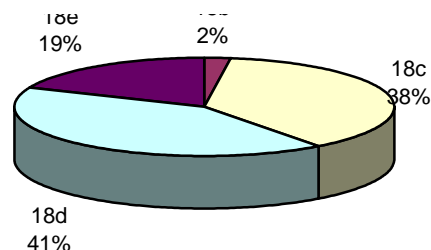
18 How comfortable do you rate the vehicle?

18a	0	Very Poor
18b	1	Poor

How comfortable do you rate the vehicle?



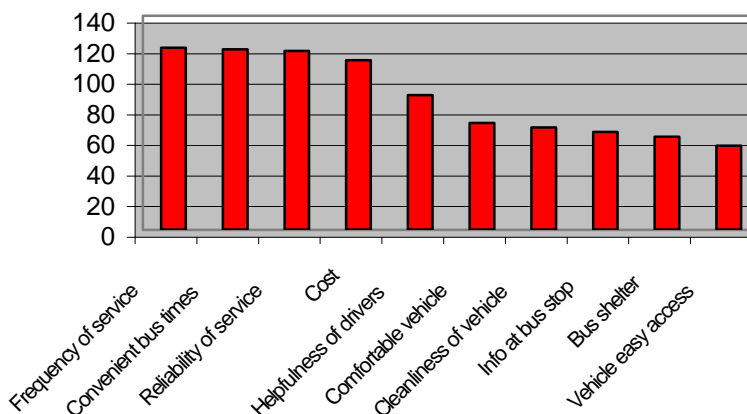
18c	18	Satisfactory
18d	20	Good
18e	9	Very Good



19 Criteria in order of importance

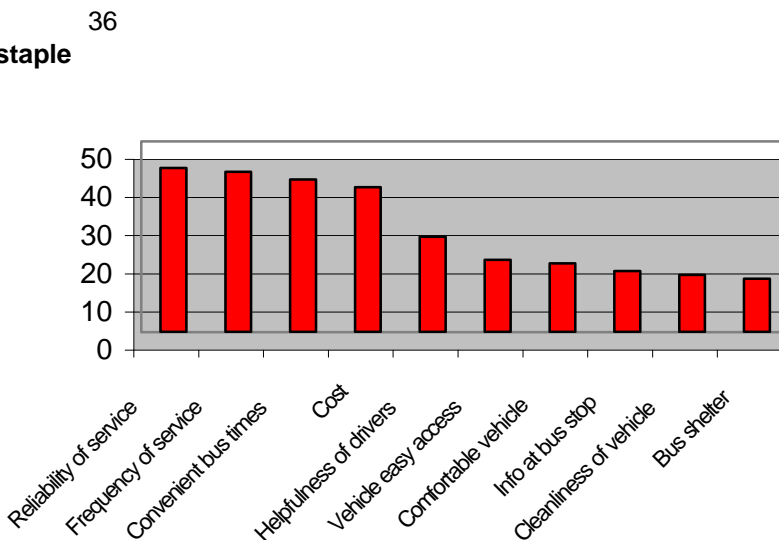
71A/1 8.15 Shebbear Barnstaple

Frequency of service	119
Convenient bus times	118
Reliability of service	117
Cost	111
Helpfulness of drivers	88
Comfortable vehicle	70
Cleanliness of vehicle	67
Info at bus stop	64
Bus shelter	61
Vehicle easy access	55



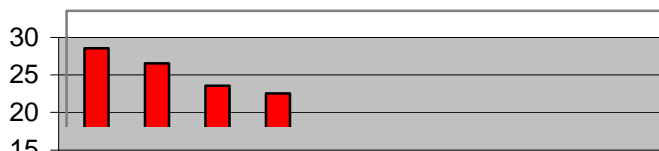
71A/2 13.55 Shebbear Barnstaple

Reliability of service	43
Frequency of service	42
Convenient bus times	40
Cost	38
Helpfulness of drivers	25
Vehicle easy access	19
Comfortable vehicle	18
Info at bus stop	16
Cleanliness of vehicle	15
Bus shelter	14

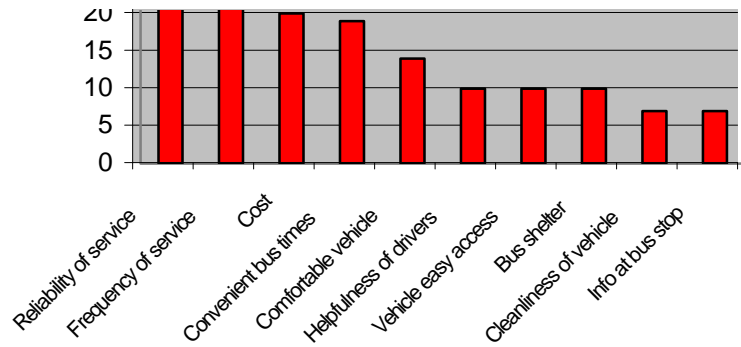


71A/3 8.25 Barnstaple Shebbear

Reliability of service	25
Frequency of service	23
Cost	20
Convenient bus times	19

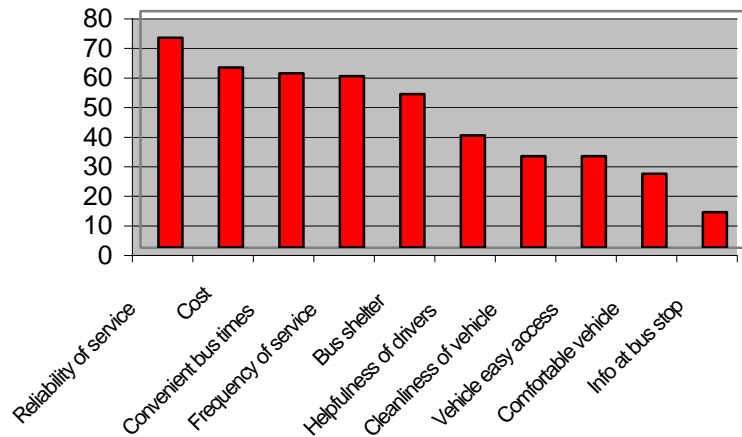


Comfortable vehicle	14
Helpfulness of drivers	10
Vehicle easy access	10
Bus shelter	10
Cleanliness of vehicle	7
Info at bus stop	7



71A/4 12.25 Barnstaple Shebbear

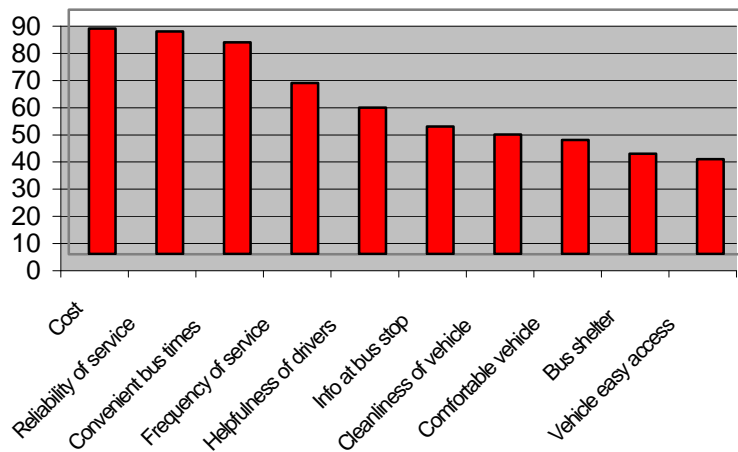
Reliability of service	71
Cost	61
Convenient bus times	59
Frequency of service	58
Bus shelter	52
Helpfulness of drivers	38
Cleanliness of vehicle	31
Vehicle easy access	31
Comfortable vehicle	25
Info at bus stop	12



37

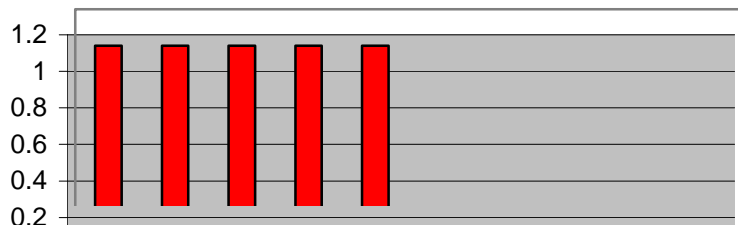
71A/5 9.55 Shebbear Barnstaple

Cost	83
Reliability of service	82
Convenient bus times	78
Frequency of service	63
Helpfulness of drivers	54
Info at bus stop	47
Cleanliness of vehicle	44
Comfortable vehicle	42
Bus shelter	37
Vehicle easy access	35

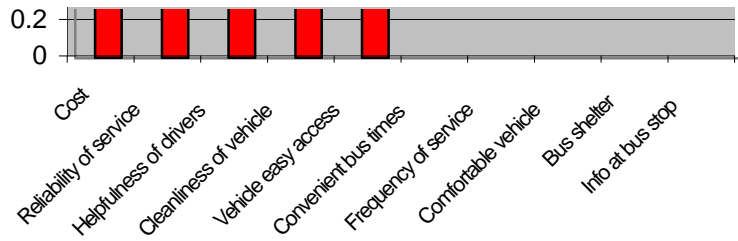


71A/6 8.25 Barnstaple Shebbear

Cost	1
Reliability of service	1
Helpfulness of drivers	1
Cleanliness of vehicle	1
Vehicle easy access	1
Convenient bus times	1
Frequency of service	1

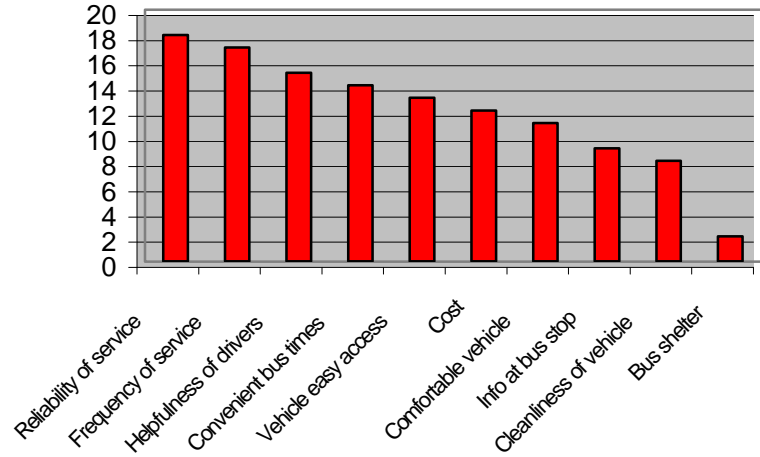


Comfortable vehicle
 Bus shelter
 Info at bus stop



71A/7 9.55 Shebbear Barnstaple

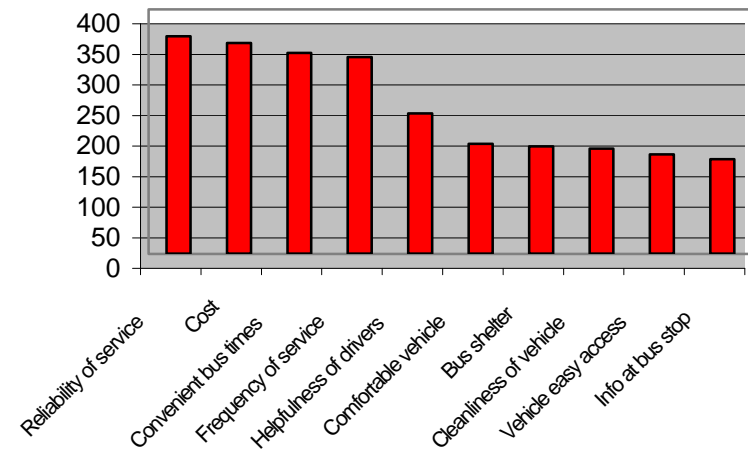
Reliability of service	18
Frequency of service	17
Helpfulness of drivers	15
Convenient bus times	14
Vehicle easy access	13
Cost	12
Comfortable vehicle	11
Info at bus stop	9
Cleanliness of vehicle	8
Bus shelter	2



38

Overall on Service 71A Criteria in order of importance

Reliability of service	356
Cost	345
Convenient bus times	329
Frequency of service	322
Helpfulness of drivers	230
Comfortable vehicle	180
Bus shelter	176
Cleanliness of vehicle	172
Vehicle easy access	163
Info at bus stop	155



20 Comments made by passengers on Service 71A

71A/1

8 o'clock bus from Torrington to Barnstaple. Cheaper fares. The 8.15 gets in late sometimes and the 7.40 is too early to get to work for 9 o'clock, very handy for people who start at 8.30 am.

I would like to see a bus service for Shebbear between 12.30 and 3.30 pm as when work finishes at 12.30 there are no services - have to rely on lifts - costs more.

A bus that gets to Torrington closer to 9 am.

I use the 71 bus service very regularly and without it I don't know what I would do, but if you could please put on later services on weekends and weekdays past Torrington onto Langtree. For example last service to Langtree on the weekday is 5.10 pm and not that many people finish at 5.10, I don't.

Its very good but could be better.

More buses on a Sunday to Barnstaple. Use buses that are bigger for the most used times (better wheelchair access)

Happy with timetable

There should be a later bus back to South Molton on weekdays and Saturdays i.e. later than 7.00 pm.

More regular buses and cheaper fares - later at night.

Be on time!

Later services in the evening.

Red Rider weekly ticket that is cheaper than 5 return tickets for service 71.

More early and late buses - better Sunday buses

The buses are better than they were and much more convenient, but could be improved.

DCC bus pass is only valid after 8.45 am (Devonwide) this passenger has to travel before this time and therefore must pay full fares; can this be changed? Also why don't disabled passengers qualify for the smartcard?

39

The No 71 from Barnstaple at 5.40 pm is very unreliable. It sometimes doesn't arrive which is very annoying after a day at work.

71A/2 More frequent services

More frequent services

More frequent buses

More frequent buses in rural areas

The buses to be more frequent from Barnstaple (home) to Torrington (work) and vice versa

The buses to be more frequent from Barnstaple (home) to Torrington (work) and vice versa

71A/3 Later times

Earlier bus (first bus is at 8.30 am) i.e. 7.45 am

Saturday/Sunday bus service

Husband has difficulty getting onto buses with steps

Bus often leaves 5 - 10 minutes late because driver is having his breakfast. The drivers breaks should not interfere with the timetable

71A/4 Happy with service

Saturday services for work 7.40 am to Barnstaple and 1710 to Shebbear. Possibly routes through Bideford. Services between 12.25 and 3.25 from Barnstaple.

A later bus back to Torrington i.e. 8.30 pm

At certain times of the year i.e. Christmas, later buses for late night shopping would be good.

Happy with service

Happy with service

College bus is often late picking up 71 - NDC

Plymouth bus tends to be late. Accessibility on some buses could be better.

Plymouth bus never on time. Hard to climb steps on some buses.

The service has improved a lot but there are still some changes that could be made.

Only improvements could be Bideford routes and services on Saturdays for work.

Its great to have buses to Shebbear at last.

Nothing needs changing.

71A/5

I'd like a bus to Shebbear from Torrington at 2pm from Torrington.

40

The Shebbear services are find but Buckland Brewer don't have very many buses on Saturdays.

The late buses are quite far apart, if you miss the 5.40 pm you're waiting around until 6.25 pm.
It makes it a long wait especially in Winter (I think they should wait five minutes)

Sunday service

No changes really because I use the service occasionally and have found it quite convenient.

More frequent services as the bus runs only one per hour.

Earlier work time journeys in mornings. Later night buses in evening (2330) from Barnstaple for nights out.

At the moment buses arrive in Barnstaple 5/10 minutes past the hour, it would be more useful 15 minutes to the hour as when I work at 12noon I have to catch 10.42 bus to get in for 11.05 and wait for ages before I start work.

More buses per half hour.

Would appreciate a late evening bus for theatre-goers - Barnstaple to Torrington and possibly a Sunday bus.

Road works and traffic jams sometimes make buses late but not by much and the drivers to their best.

I wish people would put their bags on the floor instead of on the seat next to them because I do not pay to stand.

Generally the drivers are friendly, approachable and helpful. Keep it up good for image of company.

Quite often our buses are late or sometimes leave earlier than they should (then I'm very late for work) some don't even turn up especially the 5.40 pm bus.

A bus from Shebbear to Exeter once a week.

71A/6

For all the bus services to come in around Lovacott. Every other bus you have to walk in from Newton cross at all times.

It would be better if some of the drivers was more helpful in talking to passengers.

Buses to run at the times they should - bus company not saying they haven't got drivers when buses don't turn up!

71A/7

Not bothered

More buses an hour

I start work in Barnstaple at 12 noon each day but have to get the 10.30 am bus and the three buses to Torrington leave the bus station at the same times (very annoying)

Results of Bus Survey Autumn 2001

APPENDIX C

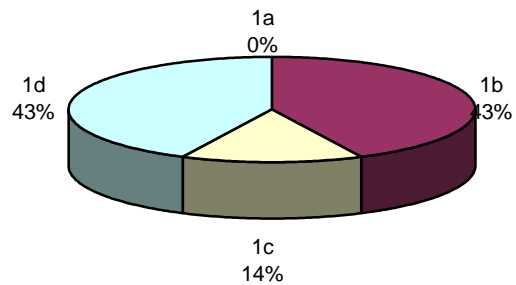
Responses from the Service 85 Surveys

Date	Ref No	Service	Time	From	To	No. Passengers
#####	85/1	85	10.50	Bideford	Holsworthy	6
#####	85/2	85	13.45	Holsworthy	Bideford	7
#####	85/3	85	11.45	Holsworthy	Bideford	2
#####	85/4	85	10.50	Bideford	Holsworthy	3

1 How regularly do you use this service?

1a	0	Daily
1b	6	2-3 times per week
1c	2	Once a week
1d	6	Occasionally

How regularly do you use this bus service?



2 How regularly do you travel at this time?

Ref No	Time	From	To	Daily	2-3 times/week	Once a week	Occasionally
85/1	10.50	Bideford	Holsworthy	2	1	3	
85/2	13.45	Holsworthy	Bideford	0	1	0	3
85/3	11.45	Holsworthy	Bideford	0	0	1	1
85/4	10.50	Bideford	Holsworthy	0	2	0	0

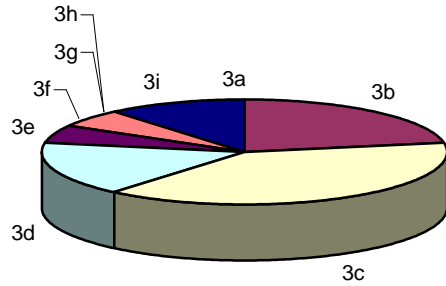
42

3 What is the purpose of this journey?

What is the purpose of this journey?

What is the purpose of this journey?

3a	0	Work
3b	4	Visiting Friend
3c	7	Shopping
3d	3	Leisure
3e	1	Personal Business
3f	1	Medical Appointment
3g	0	Rail Connection
3h	0	Education
3i	2	Other



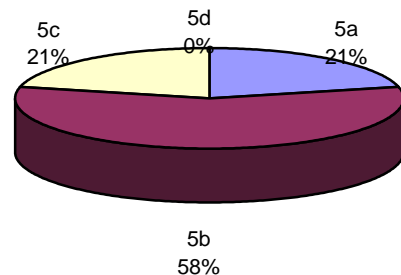
4 At which stop did you board/leave the bus for this journey?

Ref No	Time	From	To	Boarded At	No	Left Bus At	No
85/1	10.50	Bideford	Holsworthy	Holsworthy	1	Holsworthy	4
				Milton Damerel	2	Saltrens	1
				Bideford	3	Bude	1
85/2	13.45	Holsworthy	Bideford	Monkleigh	2	Bideford	3
				Stibb Cross	1	Hospital	1
				Holsworthy	1		
85/3	11.45	Holsworthy	Bideford	Milltown	1	Bideford	2
				Langtree	1		
85/4	10.50	Bideford	Holsworthy	Bideford	1	Holsworthy	1
				Holsworthy	1	Bude	1

5 How long does it take you to get to the bus stop from your home/origin?

5a	3	Adjacent to my home
5b	8	Up to 10 minutes walk
5c	3	More than 10 minutes walk
5d	0	I have a lift

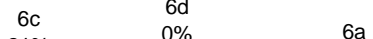
How long does it take you to get to the bus stop from your home/origin?



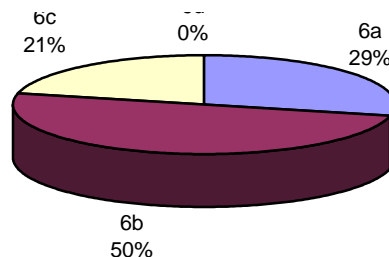
6 How long does it take you to get to your destination/home when you get off the bus?

6a	4	Adjacent to my home
6b	7	Up to 10 minutes walk

How long does it take you to get to your destination/home when you get off the bus?



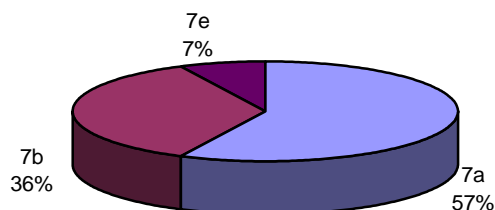
6c 3 More than 10 minutes walk
 6d 0 I have a lift



7 What sort of ticket do you have?

7a 8 Single
 7b 5 Return
 7c 0 Smartcard
 7d 0 Weekly
 7e 1 First Day
 7f 0 Townwide
 7g 0 Explorer

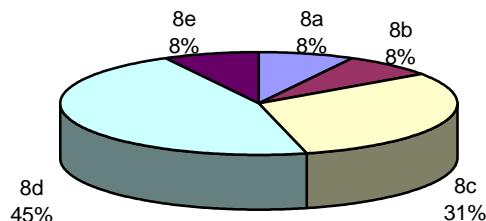
What sort of ticket do you have?



8 How would you rate the service in terms of value for money?

8a 1 Very Poor
 8b 1 Poor
 8c 4 Satisfactory
 8d 6 Good
 8e 1 Very Good

How would you rate the service in terms of value for money?



9 Where did you find out about this service?

85/1	10.50 Bideford	Holsworthy	Timetable Friends Bus depot
85/2	13.45 Holsworthy	Bideford	Parents Friend
85/3	11.45 Holsworthy	Bideford	Bideford Travel Agents Local knowledge
85/4	10.50 Bideford	Holsworthy	Bideford

44

10 Where would you normally go to find information about Public Transport?

85/1	10.50 Bideford	Holsworthy	Library Friends Bus depot
------	----------------	------------	---------------------------------

Bideford Information Service

85/2 13.45 Holsworthy Bideford

Bus stop
Holsworthy Library
Internet

85/3 11.45 Holsworthy Bideford

Yellow pages or Thompson Directory

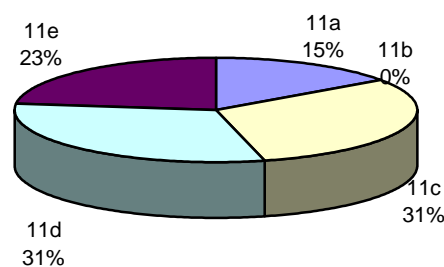
85/4 10.50 Bideford Holsworthy

Bus stop

11 How do you rate the reliability of this service?

11a	2	Very Poor
11b	0	Poor
11c	4	Satisfactory
11d	4	Good
11e	3	Very Good

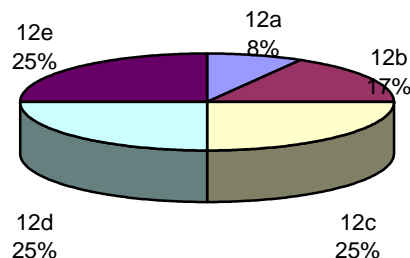
How do you rate the reliability of this service?



12 How do you rate the punctuality of the buses?

12a	1	Very Poor
12b	2	Poor
12c	3	Satisfactory
12d	3	Good
12e	3	Very Good

How do you rate the punctuality of the buses?

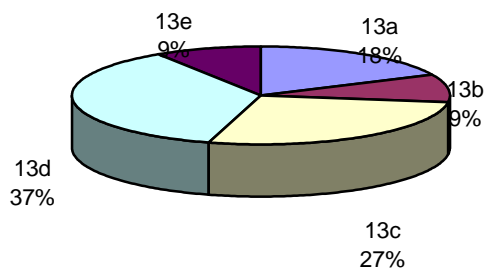


45

13 How do you rate the frequency of this service?

13a	2	Very Poor
13b	1	Poor
13c	3	Satisfactory
13d	4	Good
13e	1	Very Good

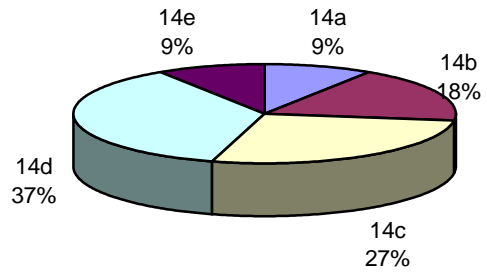
How do you rate the frequency of this service?



14 How do you rate the convenience of the timetable?

- 14a 1 Very Poor
- 14b 2 Poor
- 14c 3 Satisfactory
- 14d 4 Good
- 14e 1 Very Good

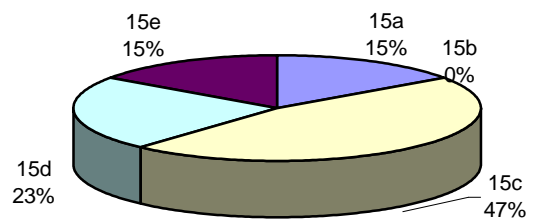
How do you rate the convenience of the timetable?



15 How do you rate the cleanliness of the vehicle both inside and outside?

- 15a 2 Very Poor
- 15b 0 Poor
- 15c 6 Satisfactory
- 15d 3 Good
- 15e 2 Very Good

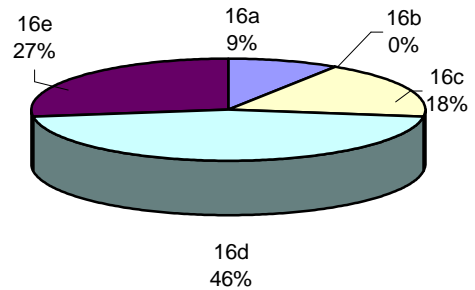
How do you rate the cleanliness of the vehicle both inside and outside?



16 How do you rate the drivers of this service?

- 16a 1 Very Poor
- 16b 0 Poor
- 16c 2 Satisfactory
- 16d 5 Good
- 16e 3 Very Good

How do you rate the drivers of this service?

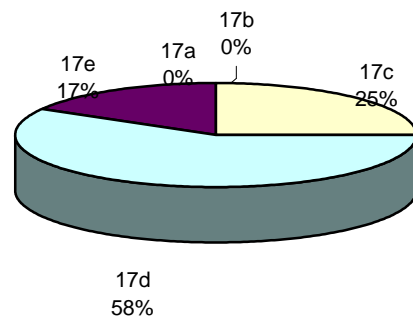


46

17 How do you rate the accessibility of the vehicle?

- 17a 0 Very Poor
- 17b 0 Poor
- 17c 3 Satisfactory
- 17d 7 Good
- 17e 2 Very Good

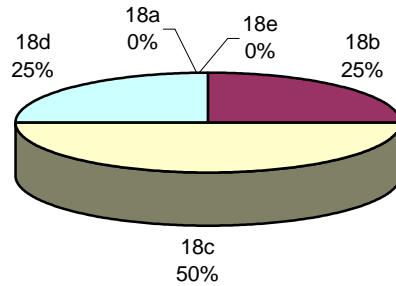
How do you rate the accessibility of the vehicle?



18 How comfortable do you rate the vehicle?

18a	0	Very Poor
18b	3	Poor
18c	6	Satisfactory
18d	3	Good
18e	0	Very Good

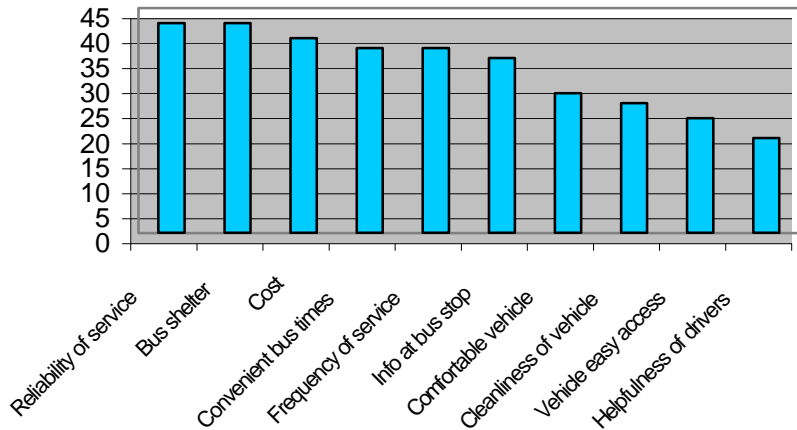
How comfortable do you rate the vehicle?



19 Criteria in order of importance

85/1 10.50 Bideford Holsworthy

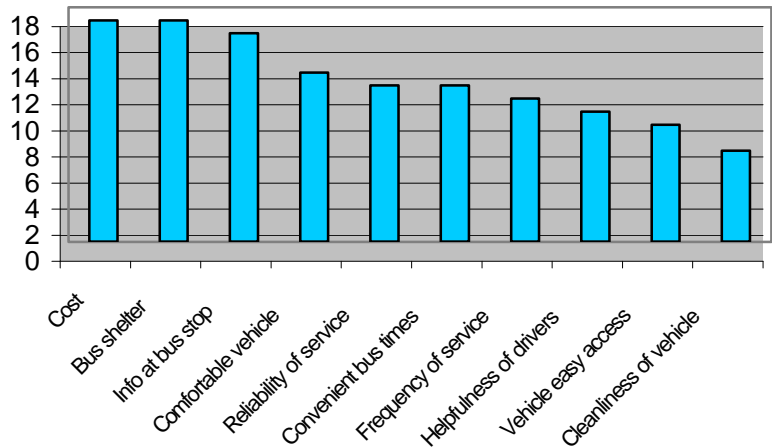
Reliability of service	42
Bus shelter	42
Cost	39
Convenient bus times	37
Frequency of service	37
Info at bus stop	35
Comfortable vehicle	28
Cleanliness of vehicle	26
Vehicle easy access	23
Helpfulness of drivers	19



47

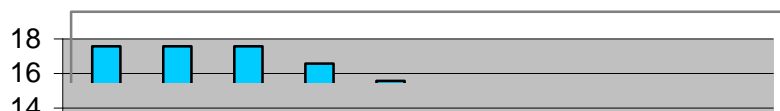
85/2 13.45 Holsworthy Bideford

Cost	17
Bus shelter	17
Info at bus stop	16
Comfortable vehicle	13
Reliability of service	12
Convenient bus times	12
Frequency of service	11
Helpfulness of drivers	10
Vehicle easy access	9
Cleanliness of vehicle	7

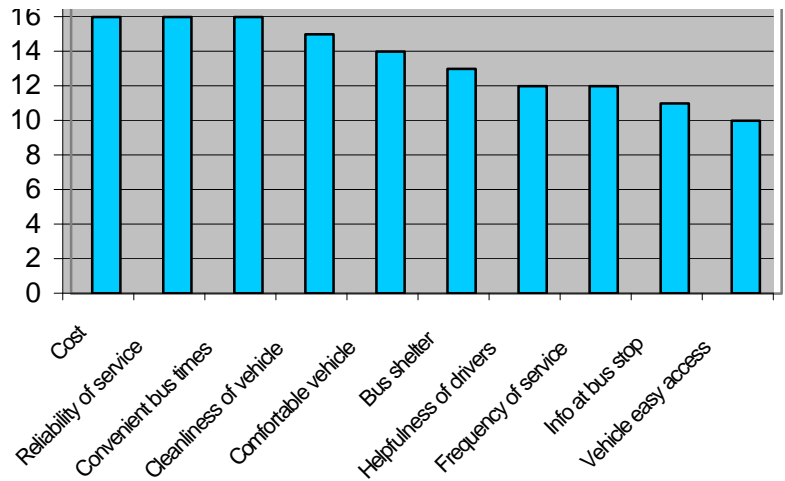


85/3 11.45 Holsworthy Bideford

Cost	16
Reliability of service	16

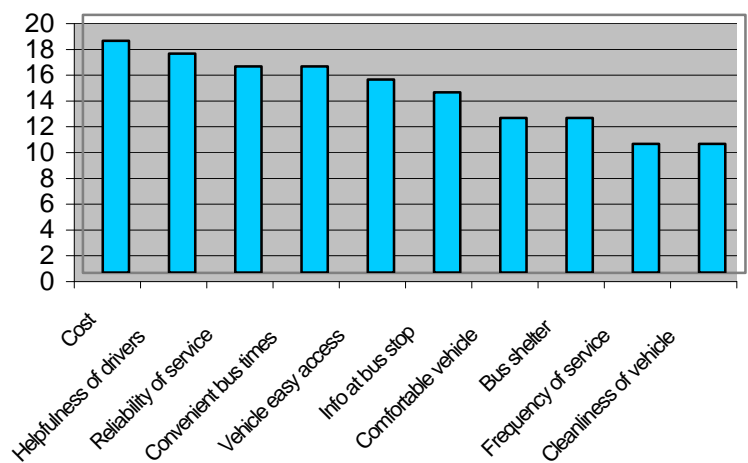


Convenient bus times	16
Cleanliness of vehicle	15
Comfortable vehicle	14
Bus shelter	13
Helpfulness of drivers	12
Frequency of service	12
Info at bus stop	11
Vehicle easy access	10



85/4 10.50 Bideford Holsworthy

Cost	18
Helpfulness of drivers	17
Reliability of service	16
Convenient bus times	16
Vehicle easy access	15
Info at bus stop	14
Comfortable vehicle	12
Bus shelter	12
Frequency of service	10
Cleanliness of vehicle	10

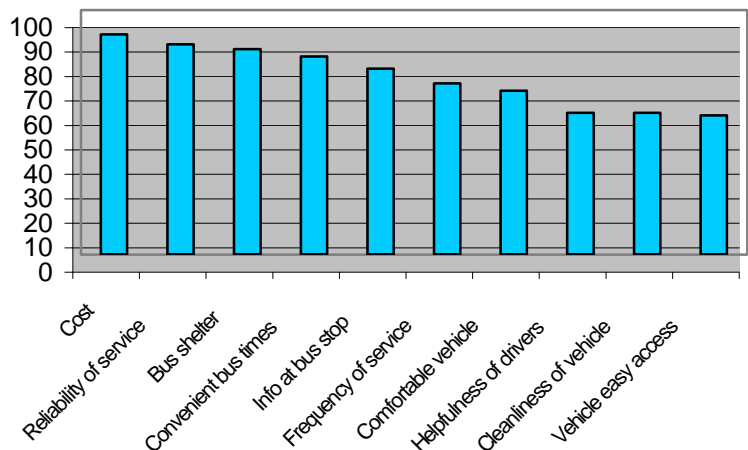


48

Overall on Service 85

Criteria in order of importance

Cost	90
Reliability of service	86
Bus shelter	84
Convenient bus times	81
Info at bus stop	76
Frequency of service	70
Comfortable vehicle	67
Helpfulness of drivers	58
Cleanliness of vehicle	58
Vehicle easy access	57



20 Comments made by passengers on Service 85

85/1 Earlier work buses

Buses are needed on a Sunday. This is most inconvenient as there are no buses at all. If there were only two a day it would be something.

Buses should run more on Saturdays and come around Milton Damerel on Saturdays more.

Happy with services suits my needs.

85/2

More frequent services

More frequent

More frequent bus services especially for hospital visiting, plus services on Saturday and Sunday for same purpose.

I cannot fault your drivers especially the older ones they are always most helpful.

85/3

Fee structure needs streamlining e.g. to travel from Langtree to Bideford (9 miles) is £1.40 to travel from Langtree to Torrington (3 miles) is £1.50?

85/4

New drivers

Results of Bus Survey Autumn 2001

Date	Ref No	Service	Time	From	To	No of Passengers	1a	1b	1c	1d	2a	2b	2c	2d	3a	3b	3c	3d
#####	71/1	71	10.47	Holsworthy	Barnstaple	10	3	0	3	2	2	0	2	3	2	0	5	0
#####	71/2	71	9.25	Barnstaple	Holsworthy	3	0	1	1	1	0	1	1	1	1	1	0	0
#####	71/3	71	14.47	Holsworthy	Barnstaple	3	1	1	0	1	0	0	1	2	1	2	2	0
#####	71/4	71	13.25	Barnstaple	Holsworthy	4	1	0	1	2	1	0	1	2	0	0	3	1
#####	71/5	71	12.47	Holsworthy	Barnstaple	7	1	4	0	2	1	1	2	3	2	1	3	0
#####	71/6	71	11.25	Barnstaple	Holsworthy	10	1	6	1	1	1	5	1	2	2	3	5	0
						37	7	12	6	9	5	7	8	13	8	7	18	1
#####	71A/1	71A	8.15	Shebbear	Barnstaple	14	10	3	2	1	9	3	1	3	11	1	3	0
#####	71A/2	71A	13.55	Shebbear	Barnstaple	11	0	1	0	5	0	0	2	4	1	0	4	2
#####	71A/3	71A	8.25	Barnstaple	Shebbear	4	2	2	0	0	1	2	1	0	1	0	1	0
#####	71A/4	71A	12.25	Barnstaple	Shebbear	9	3	1	5	1	0	1	3	5	0	2	6	1
#####	71A/5	71A	9.55	Shebbear	Barnstaple	16	4	4	0	2	2	4	0	4	3	3	6	2
#####	71A/6	71A	8.25	Barnstaple	Shebbear	2	1	0	0	0	1	0	0	0	1	1	1	0
#####	71A/7	71A	9.55	Shebbear	Barnstaple	6	1	2	0	1	1	2	0	1	2	0	2	0
						62	21	13	7	10					19	7	26	5
Date	Ref No	Service	Time	From	To	No of Passengers	1a	1b	1c	1d	2a	2b	2c	2d	3a	3b	3c	3d
#####	85/1	85	10.50	Bideford	Holsworthy	6	0	3	1	2	0	2	1	3	0	4	3	0
#####	85/2	85	13.45	Holsworthy	Bideford	7	0	1	0	3	0	1	0	3	0	0	2	1
#####	85/3	85	11.45	Holsworthy	Bideford	2	0	0	1	1	0	0	1	1	0	0	1	1
#####	85/4	85	10.50	Bideford	Holsworthy	3	0	2	0	0	0	2	0	0	0	0	1	1
						18	0	6	2	6	0	5	2	7	0	4	7	3
#####	86/1	86	11.10	Barnstaple	Hatherleigh	11	1	1	0	8	1	1	0	8	1	5	1	3
#####	86/1A	86	14.26	Hatherleigh	Tavistock	20	1	2	4	9	1	1	6	8	1	2	6	8
#####	86/2	86	16.50	Tavistock	Barnstaple	20	2	3	2	5	0	3	2	7	1	2	5	4
#####	86/3	86	7.05	Barnstaple	Hatherleigh	13	3	1	0	0	3	1	0	0	4	0	0	0
#####	86/4	86	9.36	Hatherleigh	Barnstaple	12	1	1	3	5	1	1	4	4	1	1	6	4
#####	86/5	86	11.26	Hatherleigh	Barnstaple	6	2	0	0	3	1	0	1	3	1	1	2	3
#####	86/6	86	9.10	Barnstaple	Hatherleigh	3	1	0	0	2	0	0	1	2	1	2	0	1

Date	Ref No	Service	Time	From	To	No of Passengers	85											
							1a	1b	1c	1d	2a	2b	2c	2d	3a	3b	3c	3d
			86				11	8	9	32	7	7	14	32	10	13	20	23
Date	Ref No	Service	Time	From	To	No of Passengers	1a	1b	1c	1d	2a	2b	2c	2d	3a	3b	3c	3d
#####	300/1	300	9.05	Ilfracombe	Minehead	15	0	0	1	8	0	0	1	8	0	0	1	9
#####	300/2	300	13.26	Minehead	Ilfracombe	7	0	0	2	1	0	0	1	2	0	0	1	1
#####	300/3	300	9.05	Ilfracombe	Minehead	10	1	0	0	7	0	1	0	7	2	0	0	5
#####	300/4	300	13.26	Minehead	Ilfracombe	8	0	2	1	2	0	1	1	3	1	1	1	2
						40	1	2	4	18	0	2	3	20	3	1	3	17
#####	322/1	322	9.25	Ashreigney	Barnstaple	20	0	5	7	0	0	4	6	2	0	1	10	2
#####	322/2	322	9.25	Ashreigney	Barnstaple	9	0	4	4	1	0	4	4	1	1	0	8	0
#####	322/3	322	13.45	Barnstaple	Ashreigney	4	1	0	1	2	0	1	1	2	0	2	4	0
						33	1	9	12	3	0	9	11	5	1	3	22	2
#####	372/1	372	16.35	Barnstaple	Bradworthy	10	1	1	1	7	0	2	0	8	0	2	6	0
#####	372/2	372	13.00	Barnstaple	Bradworthy	5	0	1	1	2	0	1	1	2	1	0	3	3
#####	372/3	372	14.25	Bradworthy	Barnstaple	0	0	0	0	0	0	0	0	0	0	0	0	0
#####	372/4	372	14.25	Bradworthy	Barnstaple	0	0	0	0	0	0	0	0	0	0	0	0	0
#####	372/5	372	13.00	Barnstaple	Bradworthy	3	0	2	1	0	1	1	1	0	0	0	3	0
#####	372/6	372	7.25	Bradworthy	Bideford	6	2	1	0	0	2	1	0	0	3	0	0	0
#####	372/7	372	9.15	Bradworthy	Bideford	7	1	2	2	2	1	2	2	2	1	0	7	1
#####	372/8	372	8.30	Bideford	Bradworthy	0	0	0	0	0	0	0	0	0	0	0	0	0
						31	4	7	5	11	4	7	4	12	5	2	19	4

3e	3f	3g	3h	3i	5a	5b	5c	5d	5e	6a	6b	6c	6d	6e	7a	7b	7c	7d	7e	7f	7g	7h
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0	0	0	1	0	1	2	2	4	Live in Gloucester	1	3	2	3		8	2	0	0	0	0	0	0
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0	1	0	0	0	2	0	4	1	30 mins on bus	1	5	3	0	Taxi - another	3	8	0	0	0	0	0	0
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0	1	0	0	0	0	6	0	2	Car - 4 miles X2	2	2	1	3	Car 10 minute	0	10	0	0	0	0	0	0
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3e	3f	3g	3h	3i	5a	5b	5c	5d	5e	6a	6b	6c	6d	6e	7a	7b	7c	7d	7e	7f	7g	7h
2	5	0	4	0	5	21	15	10		7	21	16	8		17	36	2	0	4	0	0	

3e	3f	3g	3h	3i	5a	5b	5c	5d	5e	6a	6b	6c	6d	6e	7a	7b	7c	7d	7e	7f	7g	7h
0	0	0	0	0	1	7	1	0		2	1	2	0	Walking back	5	3	1	0	0	0	0	
1	0	0	0	0	1	1	1	0		1	1	1	0		3	0	0	0	0	0	0	
0	0	1	0	0	3	4	1	0	Tourist - Essex	0	2	1	1	Walking coast	5	2	1	0	0	0	0	
1	0	0	0	0	0	1	3	0	On holiday using bu	0	4	1	0		4	1	0	0	0	0	0	
2	0	1	0	0	5	13	6	0		3	8	5	1		17	6	2	0	0	0	0	
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0	0	0	0	1	0	5	2	2	45 minutes walk	0	4	3	2	45 minutes wa	3	7	0	0	0	0	0	
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0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	1	0	2	0	0	2	0	1	0	0	2	1	0	0	0	2	1	0	0	0	2	1	0	0	0
0	0	1	2	0	0	0	1	2	0	0	0	2	1	0	1	1	1	0	0	1	0	1	1	1	0	0
0	1	0	5	1	0	0	2	5	0	0	0	1	4	2	0	1	2	4	0	0	1	2	2	2	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	1	8	13	5	0	0	9	16	2	0	1	10	14	2	1	5	8	11	2	1	6	8	6	4	0	1

15c	15d	15e	16a	16b	16c	16d	16e	17a	17b	17c	17d	17e	18a	18b	18c	18d	18e
4	2	1	0	0	3	2	3	0	1	3	2	2	1	1	4	2	0
1	2	0	0	0	0	1	2	0	0	0	2	1	0	0	2	1	0
0	2	1	0	0	0	0	3	0	0	0	2	1	0	0	1	2	0
3	1	0	0	0	1	2	1	0	0	1	2	1	0	1	3	0	0
0	3	2	0	0	4	1	2	0	0	2	3	2	0	1	3	2	1
5	3	0	0	0	1	4	3	0	1	2	2	3	0	0	3	4	1
13	13	4	0	0	9	10	14	0	2	8	13	10	1	3	16	11	2
4	8	1	0	0	2	8	5	0	1	4	8	1	0	0	10	5	0
1	5	0	0	0	1	5	0	0	0	4	2	0	0	1	3	2	0
0	3	1	0	0	0	2	2	0	0	1	2	0	0	0	1	1	2
1	8	0	0	0	0	4	5	0	0	2	5	2	0	0	1	5	3
2	5	2	0	0	1	4	5	0	0	1	5	4	0	0	2	7	1
1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1
0	3	0	0	0	0	1	2	0	0	1	0	2	0	0	1	0	2
9	32	4	0	0	4	25	19	0	1	13	22	10	0	1	18	20	9

15c	15d	15e	16a	16b	16c	16d	16e	17a	17b	17c	17d	17e	18a	18b	18c	18d	18e
2	1	2	0	0	2	0	2	0	0	2	3	0	0	1	2	2	0
2	1	0	0	0	0	3	0	0	0	1	1	1	0	1	2	0	0
1	1	0	0	0	0	1	1	0	0	0	1	1	0	0	1	1	0
1	0	0	1	0	0	1	0	0	0	0	2	0	0	1	1	0	0
6	3	2	1	0	2	5	3	0	0	3	7	2	0	3	6	3	0
2	3	5	0	0	1	4	5	0	0	1	4	5	1	1	2	4	2
3	11	2	0	0	7	6	3	0	0	5	8	3	0	0	6	8	2
3	6	1	0	1	4	4	3	0	0	4	3	5	0	1	7	3	1
2	2	0	0	0	1	2	1	0	0	1	2	1	0	0	1	3	0
5	3	2	0	0	3	1	6	0	0	3	1	5	0	0	7	2	1
3	1	1	0	0	1	2	2	0	0	0	2	3	0	0	1	2	2
1	0	2	0	0	0	3	0	0	0	0	2	1	0	0	1	1	1

15c	15d	15e	16a	16b	16c	16d	16e	17a	17b	17c	17d	17e	18a	18b	18c	18d	18e
19	26	13	0	1	17	22	20	0	0	14	22	23	1	2	25	23	9

15c	15d	15e	16a	16b	16c	16d	16e	17a	17b	17c	17d	17e	18a	18b	18c	18d	18e
2	7	0	1	0	1	6	1	0	0	3	5	0	0	1	3	5	0
1	1	1	0	0	0	2	1	0	0	1	1	1	0	1	1	1	0
3	3	0	0	0	0	5	2	0	0	2	5	0	0	0	5	2	0
1	3	1	0	0	1	3	1	0	0	3	2	0	0	2	2	1	0
7	14	2	1	0	2	16	5	0	0	9	13	1	0	4	11	9	0
2	4	6	0	1	0	5	6	0	0	4	6	2	0	0	5	4	3
2	3	3	0	0	1	1	6	0	0	2	2	4	0	0	3	2	3
3	0	1	0	0	2	1	1	0	0	4	0	0	0	0	2	2	0
7	7	10	0	1	3	7	13	0	0	10	8	6	0	0	10	8	6
2	5	2	0	0	3	6	1	0	0	2	7	1	0	3	4	3	0
2	2	0	0	0	0	4	0	0	0	0	3	1	0	1	0	3	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	1	0	0	0	0	0	3	0	0	0	3	0	0	0	1	2	0
1	1	1	0	0	0	2	1	0	0	0	3	0	0	0	0	3	0
1	5	1	0	0	1	3	3	0	1	1	5	0	0	0	5	2	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	14	4	0	0	4	15	8	0	1	3	21	2	0	4	10	13	0

Results of Bus Survey Autumn 2001

Date	Ref No	Service	Time	From	To	No	(Cos	Reli	Hel	Con	Fre	Cle	Acc	Con	Sh	Information
#####	71/1	71	10.47	Hols	Barn	10	1	2	1	1	1	2	2	1	1	1
							3	2	1	1	1	3	2	1	1	4
							3	2	2	2	4	3	3	4	3	5
							3	2	5	3	5	5	5	4	5	6
							4	3	7	5	6	8	8	5	6	6
							4	4	7	7	6	8	9	7	10	8
							8	5	7	10	7	9	10	8	10	9
									9						10	
							26	20	39	29	30	38	39	30	46	39
#####	71/2	71	9.25	Barn:	Hols	3	6	1	8	2	3	9	10	7	5	4
							4	1	10	3	2	6	8	7	5	9
							2	1	3	5	4	9	6	8	10	7
							12	3	21	10	9	24	24	22	20	20
#####	71/3	71	14.47	Hols	Barn	3	3	2	1	8	7	4	5	6	10	9
							1	2	6	9	3	7	8	10	4	5
							1	2	9	4	3	8	7	6	10	5
							5	6	16	21	13	19	20	22	24	19
#####	71/4	71	13.25	Barn:	Hols	4	2	1	5	3	4	8	6	7	9	10
							2	1	6	4	3	7	8	5	10	9
							2	1	5	3	4	8	6	7	9	10
							2	3	6	7	4	5	8	9	10	1
							8	6	22	17	15	28	28	28	38	30
#####	71/5	71	12.47	Hols	Barn	7	3	1	7	4	2	5	10	6	8	9
							1	1	2	1	1	1	1	1	1	5
							5	1	7	2	3	8	4	9	10	6
							9	1	10	1	1	2	1	1	1	2
							4	1	5	2	3	9	6	10	7	8
							3	4	6	1	2	8	9	5	10	7
							1	2	9	3						
							26	11	46	14	12	33	31	32	37	37
#####	71/6	71	11.25	Barn:	Hols	10	7	1	8	2	3	10	6	9	5	4
							1	2	5	3	4	8	9	7	10	6
							1	3	2	1	0	4	5	0	9	0
							1	2	3	4	7	5	6	8	0	10
							0	0	1	0	0	0	1	0	0	0
							5	1	8	3	4	6	2	7	10	9
							2	5	4	1	6	7	9	8	3	10
							17	14	31	14	24	40	38	39	37	39

71A/1 71A 8.15 Sheb Barn 14

0	1	0	3	2	0	0	0	0	0
1	2	3	6	5	7	8	10	9	4
6	2	7	3	1	4	10	5	8	9
1	2	3	0	0	0	4	0	0	0
5	1	6	2	3	8	9	7	10	4
1	0	0	0	0	1	0	0	0	0
2	2	7	1	1	5	8	3	10	9
4	3	6	2	1	9	8	5	7	10
6	2	1	3	5	7	4	8	10	9
2	4	6	1	3	9	10	8	7	5
4	2	6	3	1	8	5	9	10	7
4	3	0	2	1	8	9	7	3	6
1	2	3	1	2	4	3	4	3	3
1	4	6	3	2	7	8	9	5	10
1	3	8	2	4	6	9	5	7	10
39	33	62	32	31	83	95	80	89	86

71A/2 71A 13.55 Sheb Barn 11

1	8	9	6	2	10	5	7	3	4
2	1	4	3	5	10	6	8	9	7
3	2	4	7	1	5	6	8	10	9
10	1	4	2	3	6	5	7	8	9
2	3	8	1	4	9	10	5	6	7
4	2	6	1	3	5	9	7	10	8
22	17	35	20	18	45	41	42	46	44

71A/3 71A 8.25 Barn:Shet 4

1	2	9	3	4	8	10	6	7	5
8	10	10	10	10	8	8	8	8	10
3	2	4	5	1	7	8	6	10	9
8	1	7	3	2	10	4	6	5	9
20	15	30	21	17	33	30	26	30	33

71A/4 71A 12.25 Barn:Shet 9

7	1	10	4	5	10	2	8	3	9
4	2	5	1	3	6	8	7	9	10
2	2	2	2	0	0	0	3	5	2
1	3	9	7	4	6	5	8	2	10
1	3	6	4	5	7	10	8	2	9
5	2	6	4	3	8	7	9	1	10
5	2	6	4	3	7	8	10	1	9
2	3	5	1	4	7	10	6	8	9
2	1	3	4	5	8	9	6	7	10
29	19	52	31	32	59	59	65	38	78

71A/5 71A 9.55 Sheb Barn 16

0	0	1	0	0	0	1	0	1	0
2	3	6	1	4	7	10	5	8	9
1	1	1	1	1	2	1	2	1	1
2	4	3	1	5	8	6	7	0	0
1	2	5	3	4	6	10	7	8	9
2	1	6	3	4	8	7	9	10	5
2	1	4	2	7	6	5	8	10	9
1	2	7	5	4	6	10	3	8	9
2	3	7	4	5	6	10	9	8	1
4	1	6	2	3	7	5	8	9	10

				17	18	46	22	37	56	65	58	63	53
##### 71A/6	71A	8.25 Barn: Sheb	2	1	1	1			1	1			
##### 71A/7	71A	9.55 Sheb Barn	6	4	1	2	1	1	3	1	2	10	1
				4	1	3	5	2	9	6	7	8	10
				8	2	5	6	3	12	7	9	18	11
##### 85/1	85	10.50 Bidef Hols	6	1	0	10	0	1	0	0	0	0	0
				3	4	6	2	1	8	9	7	10	5
				1	1	7	0	9	1	1	6	0	1
				1	2	8	8	2	5	10	0	4	3
				5	1		3		10	7	9	4	6
				11	8	31	13	13	24	27	22	18	15
##### 85/2	85	13.45 Hols: Bidef	7	1	7	8	4	6	10	9	5	2	3
				2	1	2	4	3	3	2	2	1	1
				3	8	10	8	9	13	11	7	3	4
##### 85/3	85	11.45 Hols: Bidef	2	1	2	0	3	4	0	0	0	0	0
				3	2	8	1	4	5	10	6	7	9
				4	4	8	4	8	5	10	6	7	9
##### 85/4	85	10.50 Bidef Hols	3	1	4	2	3	9	10	5	8	7	6
				1		1	1	1			1		
				2	4	3	4	10	10	5	8	8	6
##### 86/1	86	11.10 Barn: Hath	11	5	1	3	2	4	9	10	8	6	7
				1	3	8	9	4	6	10	5	7	2
				4	1	7	2	3	8	9	10	5	6
				5	4	1	6	3	10	8	7	2	9
				1	2	7	3	4	5	6	9	8	10
				1	2	5	4	3	6	7	8	9	10
				9	7	10	1	5	2	8	4	3	6
				3	1	5	4	2	7	8	9	10	6
				1	2	9	4	3	6	10	3	8	7
				1	8	9	5	3	4	10	2	7	6
				31	31	64	40	34	63	86	65	65	69
##### 86/1A	86	14.26 Hath: Tavis	20	2	1	7	5	3	8	10	6	9	4
				1	3	9	2	5	7	10	6	4	8
				3	2	4	1	5	7	8	9	10	6
				4	1	6	3	2	5	8	7	9	10
				1	2	7	5	4	10	8	9	3	6
				1	9	5	4	6	10	3	7	2	8
				1	5	4	6	2	10	7	9	8	3
				7	7	1	5	5	2	1	5	0	0
				7	7	1	5	5	2	1	5	0	0

10	5	5	10	5	5	8	5	2	2
0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	1
1	4	9	8	2	5	10	3	6	7
1	8	3	4	5	7	6	9	10	2
5	3	6	2	4	9	7	8	10	1
0	0	1	0	0	2	0	0	3	0

44	57	68	60	53	89	87	88	76	59
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##### 86/2	86	16.50	Tavis Barn	20	4	1	0	2	3	7	9	5	6	8
					2	1	10	3	4	9	7	8	6	5
					4	1	5	3	2	7	10	6	8	9
					1	2	5	3	4	7	8	6	10	9
					2	3	7	1	4	9	10	5	6	8
					3	3	4	1	1	4	6	6	2	5
					2	1	7	4	3	9	8	5	10	6
					1	2	5	3	4	7	6	8	9	10
					1	3	6	4	8	9	7	2	10	5
					1	1	1	1	0	0	1	0	0	0
					4	3	2	10	1	6	8	5	7	9
					4	3	5	6	1	10	2	8	7	9

29	24	57	41	35	84	82	64	81	83
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##### 86/3	86	7.05	Barn: Hath	13	8	4	5	4	4	8	8	6	5	0
					4	3	6	1	2	10	9	8	7	5
					1	1	1	1	2	3	2	3	0	4
					1	1	1	1	0	1	1	1	0	0

14	9	13	7	8	22	20	18	12	9
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##### 86/4	86	9.36	Hath: Barn	12	1	3	6	4	2	7	10	9	8	5
					5	1	1	1	1	5	5	5	1	1
					5	3	1	2	6	9	8	10	4	7
					8	1	1	1	1	3	1	4	1	1
					9	1	8	3	2	10	6	7	5	4
					1	2	5	6	3	8	4	7	9	10
					1	2	5	6	3	8	4	7	9	10
					1	1	0	0	0	7	0	1	0	0
					4	1	5	2	3	0	10	6	8	9
					1	1	1	1	1	0	0	0	0	1

36	16	33	26	22	57	48	56	45	48
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##### 86/5	86	11.26	Hath: Barn	6	7	3	4	1	2	9	10	8	6	5
					3	1	4	2	7	9	8	10	5	6
					1	3	7	5	8	4	10	2	9	6
					6	2	7	3	1	8	9	10	5	4
					2	1	7	3	5	6	8	4	9	10

19	10	29	14	23	36	45	34	34	31
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##### 86/6	86	9.10	Barn: Hath	3	2	4	3	1	6	5	10	7	8	9
					1	2	7	6	5	3	10	4	8	9

2 1 5 4 6 7 3 10 8 9
 5 7 15 11 17 15 23 21 24 27

Date Ref No Service Time From To No of Passengers

300/1 300 9.05 Ilfrac Mine 15 1 2 10 3 4 8 9 7 6 5
 1 1 1 1 1 1 1 1 1 1 1
 5 2 7 1 3 8 9 6 10 4
 6 4 5 1 3 8 10 7 9 2
 9 6 5 1 8 7 2 4 10 3
 3 1 8 6 2 7 10 4 9 5
 9 6 5 1 3 7 2 4 10 3
 4 1 5 2 3 8 9 6 7 10
 5 8 4 10 9 2 6 3 1 7

43 31 50 26 36 56 58 42 63 40

300/2 300 13.26 Mine Ilfrac 7 2 1 4 3 5 10 9 8 7 6
 3 2 9 1 4 5 10 6 7 8
 6 9 5 8 10 3 1 4 2 7

11 12 18 12 19 18 20 18 16 21

300/3 300 9.05 Ilfrac Mine 10 7 1 5 3 2 8 9 6 10 4
 6 1 4 2 3 9 10 8 7 5
 8 6 9 5 4 8 8 7 9 10
 4 1 0 2 3 0 0 0 0 0
 2 3 0 1 4 6 0 5 8 7
 2 1 5 1 1 3 10 4 10 3
 5 1 9 3 2 4 10 6 7 8

34 14 32 17 19 38 47 36 51 37

300/4 300 13.26 Mine Ilfrac 8 1 2 4 8 7 9 10 6 3 5
 3 1 6 2 4 7 10 8 9 5
 1 4 7 3 2 9 10 8 5 6
 5 1 2 2 4 5 10 6 10 1
 2 4 3 6 1 7 10 5 9 8

12 12 22 21 18 37 50 33 36 25

322/1 322 9.25 Ashr Barn 20 1 1 1 1 1 1 1 1 1 1
 1 1 1 1 0 1 1 1 1 0
 3 2 7 1 5 8 4 6 10 9
 0 1 0 0 0 0 0 0 0 0
 8 9 4 6 10 5 7 3 2 1
 6 1 3 4 2 7 9 8 6 10
 4 0 0 0 0 0 0 1 0 0
 1 2 3 1 6 5 0 0 0 10
 2 3 2 4 6 5 7 8 10 9
 2 1 7 3 4 10 5 8 9 6
 3 1 3 6 4 9 5 7 8 10
 0 1 2 4 5 6 9 8 10 7

31 23 33 31 43 57 48 51 57 63

##### 322/2	322	9.25 Ashr: Barn	9	1	4	5	2	3	7	8	6	10	9
				1	1	1	1	1	1	1	4	1	1
				8	1	7	3	2	9	6	5	4	10
				10	1	7	3	2	9	8	6	4	5
				4	2	5	1	3	10	9	6	7	8
				1	3	4	2	5	10	9	6	8	7
						1	1		1	1		1	
				25	12	30	13	16	47	42	33	35	40
##### 322/3	322	13.45 Barn: Ashr	4	2	3	6	1	4	7	8	5	9	10
				0	1	1	1	1	1	0	0	0	0
				0	1	7	6	2	3	4	5	8	0
				5	1	2	7	8	3	6	4	9	10
				7	6	16	15	15	14	18	14	26	20
##### 372/1	372	16.35 Barn: Brad	10	5	4	3	2	1	6	10	8	2	9
				8	3	7	10	2	4	6	1	5	9
				8	6	5	9	10	7	3	4	2	1
				5	8	9	8	7	6	5	8	2	3
				2	1	3	10	6	4	8	7	5	9
				5	4	4	5	5	5	5	5	5	5
				5	6	1	2	7	4	3	8	9	10
				6	1	2	3	4	7	8	5	9	10
				8	5	3	2	1	10	7	9	4	6
				10	1	8	4	2	7	9	5	6	3
				62	39	45	55	45	60	64	60	49	65
##### 372/2	372	13.00 Barn: Brad	5	5	6	10	3	2	9	8	1	4	7
				8	10	9	10	7	7	9	8	2	9
				4	2	5	1	3	8	6	7	10	9
				4	1	5	2	3	6	7	8	9	10
				21	19	29	16	15	30	30	24	25	35
##### 372/3	372	14.25 Brad: Barn	0										
##### 372/4	372	14.25 Brad: Barn	0										
##### 372/5	372	13.00 Barn: Brad	3	0	0	0	0	1	0	0	0	2	0
				1	1	1	0	1	0	1	1	1	0
				1	6	5	2	3	8	4	3	10	9
				2	7	6	2	5	8	5	4	13	9
##### 372/6	372	7.25 Brad: Bidel	6	4	2	7	3	1	8	9	10	6	5
				6	2	5	1	3	9	7	10	8	4
				8	9	6	10	5	1	3	4	2	7
				18	13	18	14	9	18	19	24	16	16
##### 372/7	372	9.15 Brad: Bidel	7	2	1	5	3	4	6	7	8	9	10
				4	1	5	2	3	5	6	7	0	8
				1	4	0	2	3	6	7	8	9	10

9	1	7	2	3	8	6	10	4	5
1	0	0	1	0	0	0	0	0	0
0	1	0	1	0	0	0	0	0	0
17	8	17	11	13	25	26	33	22	33

372/8 372 8.30 Bidef Brad 0

- Cost
- Reliability of service
- Helpfulness of drivers
- Convenient bus times
- Frequency of service
- Cleanliness of vehicle
- Vehicle easy access
- Comfortable vehicle
- Bus shelter
- Info at bus stop

Results of Bus Survey Autumn 2001

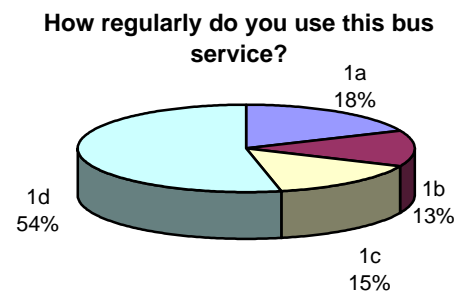
APPENDIX D

Responses from the Service 86 Surveys

Date	Ref No	Service	Time	From	To	No of Passengers
#####	86/1	86	11.10	Barnstaple	Hatherleigh	11
#####	86/1A	86	14.26	Hatherleigh	Tavistock	20
#####	86/2	86	16.50	Tavistock	Barnstaple	20
#####	86/3	86	7.05	Barnstaple	Hatherleigh	13
#####	86/4	86	9.36	Hatherleigh	Barnstaple	12
#####	86/5	86	11.26	Hatherleigh	Barnstaple	6
#####	86/6	86	9.10	Barnstaple	Hatherleigh	3

1 How regularly do you use this service?

1a	11	Daily
1b	8	2-3 times per week
1c	9	Once a week
1d	32	Occasionally



2 How regularly do you travel at this time?

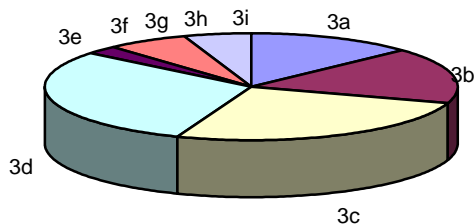
Ref No	Time	From	To	Frequency	Count
86/1	11.10	Barnstaple	Hatherleigh	Daily	1
				2-3 times/week	1
				Once a week	0
				Occasionally	8
86/1A	14.26	Hatherleigh	Tavistock	Daily	1
				2-3 times/week	1
				Once a week	6
				Occasionally	8
86/2	16.50	Tavistock	Barnstaple	Daily	0
				2-3 times/week	3
				Once a week	2
				Occasionally	7
86/3	7.05	Barnstaple	Hatherleigh	Daily	3
				2-3 times/week	1
				Once a week	0
				Occasionally	0
86/4	9.36	Hatherleigh	Barnstaple	Daily	1
				2-3 times/week	1
				Once a week	4
				Occasionally	4
86/5	11.26	Hatherleigh	Barnstaple	50	
				Daily	1
				2-3 times/week	0
				Once a week	1

				Occasionally	3
86/6	9.10	Barnstaple	Hatherleigh	Daily	0
				2-3 times/week	0
				Once a week	1
				Occasionally	2

3 What is the purpose of this journey?

3a	10	Work
3b	13	Visiting Friend
3c	20	Shopping
3d	23	Leisure
3e	2	Personal Business
3f	5	Medical Appointment
3g	0	Rail Connection
3h	4	Education
3i	0	Other

What is the purpose of this journey?



4 At which stop did you board/leave the bus for this journey?

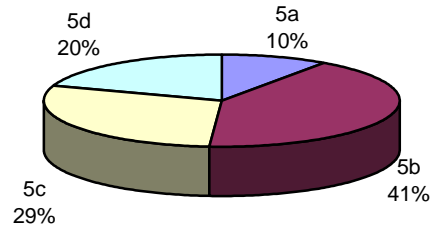
Ref No	Time	From	To	Boarded At	No	Left Bus At	No
86/1	11.10	Barnstaple	Hatherleigh	Barnstaple	8	Plymouth	7
				Merton	1	Merton	1
				Bideford	2	Tavistock	1
				Torrington	1	Hatherleigh	1
86/1A	14.26	Hatherleigh	Tavistock	Hatherleigh	1	Tavistock	3
				Barnstaple	2	Okehampton	7
				Bideford	1	Plymouth	6
				Plymouth	3		
				Tavistock	3		
				Okehampton	2		
				Lydford	1		
				Brentnor	3		
86/2	16.50	Tavistock	Barnstaple	Coach station	1	Lydford	2
				Plymouth	8	Barnstaple	1
				Barnstaple	2	Bideford	2
				Tavistock	1	Okehampton	1
						Plymouth	2
						Mary Tavy	2
		Brentnor	2				
86/3	7.05	Barnstaple	Hatherleigh	Meeth	2	Okehampton	1
				Barnstaple	2	Torrington	1
						Hatherleigh	1
						Barnstaple	1
86/4	9.36	Hatherleigh	Barnstaple	51			
				Hatherleigh	4	Barnstaple	10
				Petrockstowe	1		
				Merton	1		
				Bideford	1		
		Torrington	2				
86/5	11.26	Hatherleigh	Barnstaple	Torrington	3	Bideford	3

				Plymouth	1	Barnstaple	1
				Okehampton	1	Petrockstowe	1
86/6	9.10	Barnstaple	Hatherleigh	Bideford	2	Okehampton	1
				Merton	1	Plymouth	1
						Tavistock	1

5 How long does it take you to get to the bus stop from your home/origin?

5a	5	Adjacent to my home
5b	21	Up to 10 minutes walk
5c	15	More than 10 minutes walk
5d	10	I have a lift

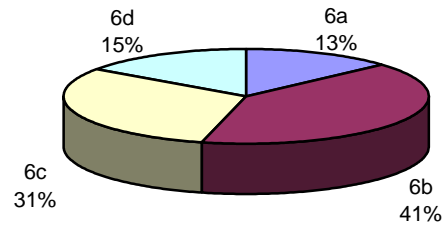
How long does it take you to get to the bus stop from your home/origin?



6 How long does it take you to get to your destination/home when you get off the bus?

6a	7	Adjacent to my home
6b	21	Up to 10 minutes walk
6c	16	More than 10 minutes walk
6d	8	I have a lift

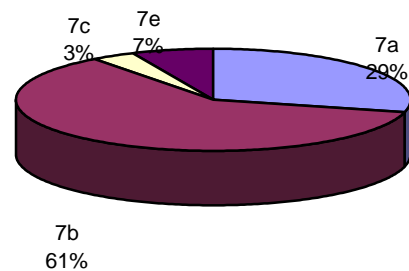
How long does it take you to get to your destination/home when you get off the bus?



7 What sort of ticket do you have?

7a	17	Single
7b	36	Return
7c	2	Smartcard
7d	0	Weekly
7e	4	First Day
7f	0	Townwide
7g	0	Explorer

What sort of ticket do you have?

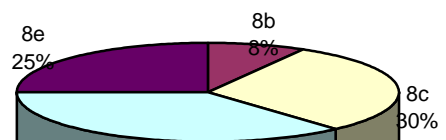


52

8 How would you rate the service in terms of value for money?

8a	0	Very Poor
8b	5	Poor
8c	18	Satisfactory
8d	22	Good

How would you rate the service in terms of value for money?



8e 15 Very Good



8d
37%

9 Where did you find out about this service?

86/1	11.10	Barnstaple	Hatherleigh	Bus stop Bus timetables Bus station Tourist Information Friend Neighbour Brother
86/1A	14.26	Hatherleigh	Tavistock	Bus stop Tourist Information Neighbour Regular user
86/2	16.50	Tavistock	Barnstaple	Used it for years In village Bus timetable Phoned Barnstaple Seeing then drive Bus station Tavistock Information Centre Rang the Company number
86/3	7.05	Barnstaple	Hatherleigh	No comments
86/4	9.36	Hatherleigh	Barnstaple	Timetable from bus station Hatherleigh Post Office Always used it Friend
86/5	11.26	Hatherleigh	Barnstaple	Timetable Own initiative Seen bus passing In town
86/6	9.10	Barnstaple	Hatherleigh	Only possible bus to use Timetable

10 Where would you normally go to find information about Public Transport?

86/1	11.10	Barnstaple	Hatherleigh	Timetable Tourist Information Bus station
86/1A	14.26	Hatherleigh	Tavistock	Timetable Tourist Information Bus station Plymouth Internet Library Post Office Bus stop
86/2	16.50	Tavistock	Barnstaple	Devon & Cornwall Rail Partnership

Internet
 Information Centre
 Bus stop
 Friends
 Bus station
 Tourist Information
 Bus timetable
 Company shop or ring number

86/3	7.05	Barnstaple	Hatherleigh
86/4	9.36	Hatherleigh	Barnstaple
86/5	11.26	Hatherleigh	Barnstaple
86/6	9.10	Barnstaple	Hatherleigh

No comments

Bus depot
 Tourist Information
 Ring Exeter
 Don't use other services

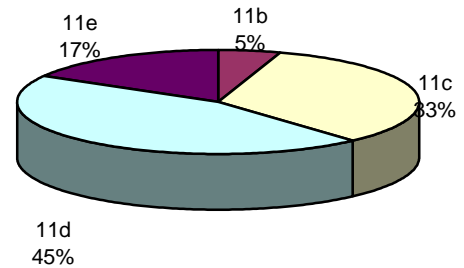
Timetable
 Directory
 Phone calls
 Post Office
 Tourist Office

Bus stop
 Timetable
 Library

11 How do you rate the reliability of this service?

11a	0	Very Poor
11b	3	Poor
11c	20	Satisfactory
11d	27	Good
11e	10	Very Good

How do you rate the reliability of this service?

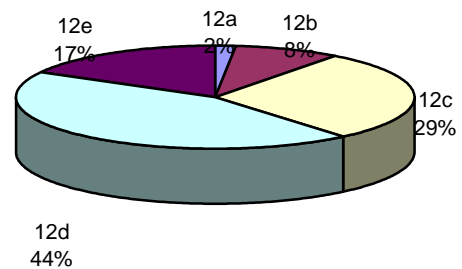


54

12 How do you rate the punctuality of the buses?

12a	1	Very Poor
12b	5	Poor
12c	17	Satisfactory
12d	26	Good
12e	10	Very Good

How do you rate the punctuality of the buses?

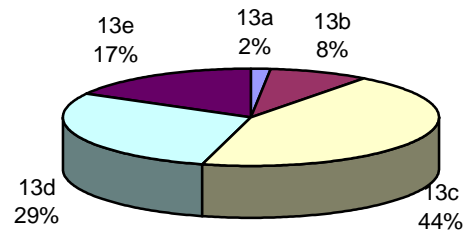


13 How do you rate the frequency of this service?

13a	1	Very Poor
13b	5	Poor
13c	26	Satisfactory

How do you rate the frequency of this service?

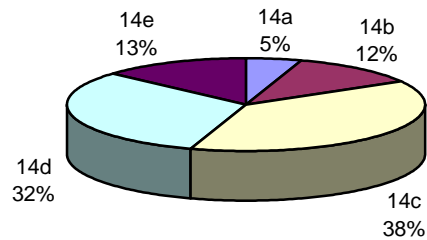
13d	17	Good
13e	10	Very Good



14 How do you rate the convenience of the timetable?

14a	3	Very Poor
14b	7	Poor
14c	23	Satisfactory
14d	19	Good
14e	8	Very Good

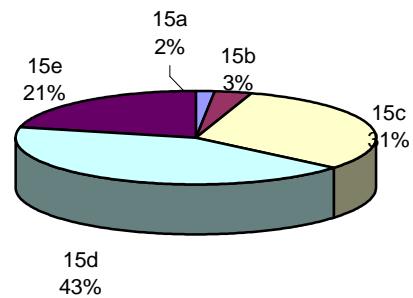
How do you rate the convenience of the timetable?



15 How do you rate the cleanliness of the vehicle both inside and outside?

15a	1	Very Poor
15b	2	Poor
15c	19	Satisfactory
15d	26	Good
15e	13	Very Good

How do you rate the cleanliness of the vehicle both inside and outside?

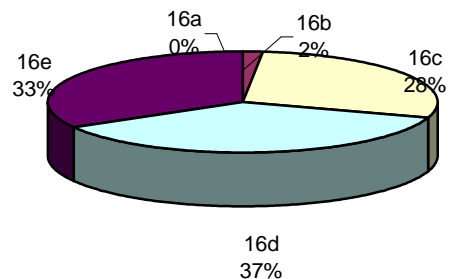


55

16 How do you rate the drivers of this service?

16a	0	Very Poor
16b	1	Poor
16c	17	Satisfactory
16d	22	Good
16e	20	Very Good

How do you rate the drivers of this service?

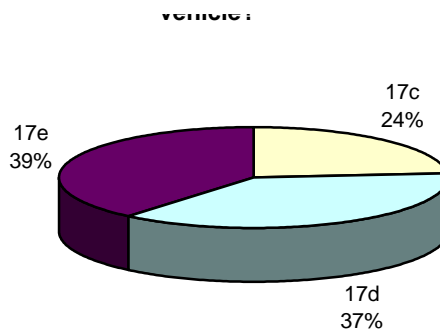


17 How do you rate the accessibility of the vehicle?

17a	0	Very Poor
17b	0	Poor

How do you rate the accessibility of the vehicle?

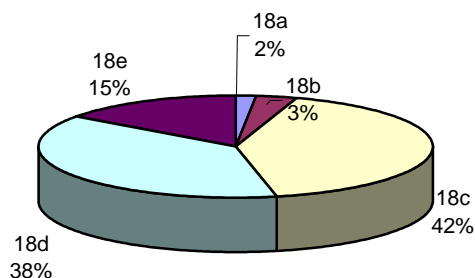
17c	14	Satisfactory
17d	22	Good
17e	23	Very Good



18 How comfortable do you rate the vehicle?

18a	1	Very Poor
18b	2	Poor
18c	25	Satisfactory
18d	23	Good
18e	9	Very Good

How comfortable do you rate the vehicle?

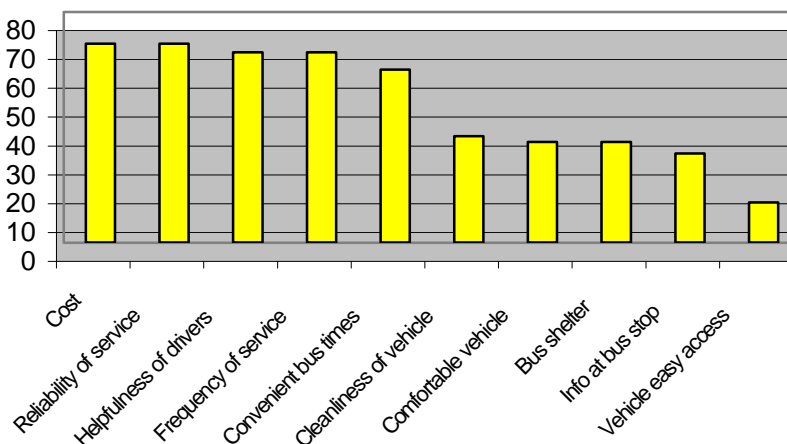


56

19 Criteria in order of importance

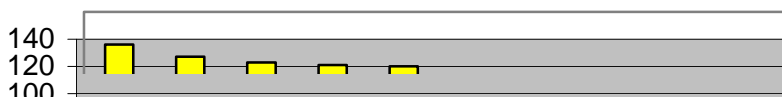
86/1 11.10 Barnstaple Hatherleigh

Cost	69
Reliability of service	69
Helpfulness of drivers	66
Frequency of service	66
Convenient bus times	60
Cleanliness of vehicle	37
Comfortable vehicle	35
Bus shelter	35
Info at bus stop	31
Vehicle easy access	14

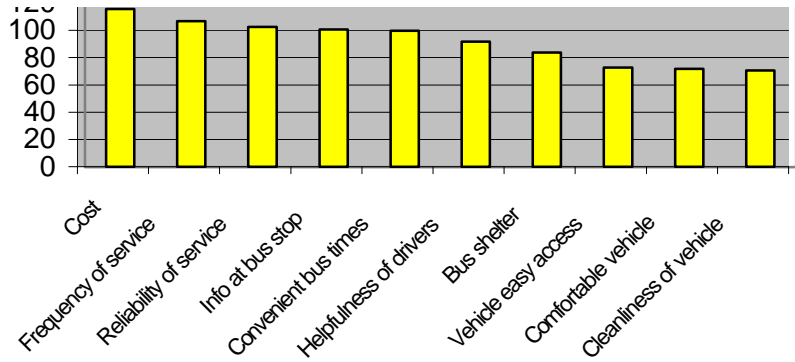


86/1A 1426 Hatherleigh Tavistock

Cost	116
Frequency of service	107
Reliability of service	103

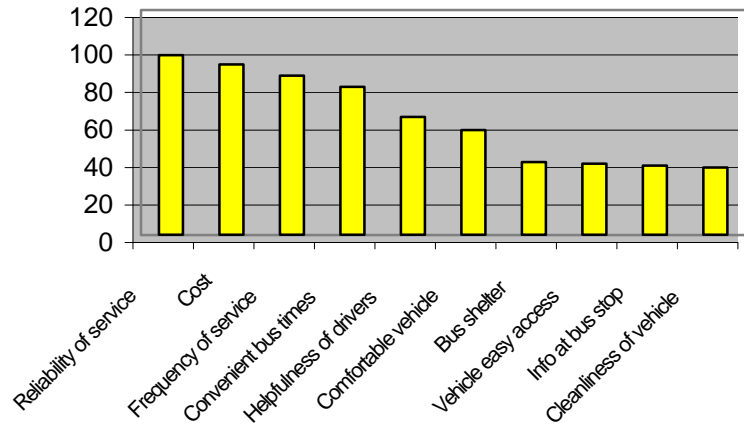


Info at bus stop	101
Convenient bus times	100
Helpfulness of drivers	92
Bus shelter	84
Vehicle easy access	73
Comfortable vehicle	72
Cleanliness of vehicle	71



86/2 16.50 Tavistock Barnstaple

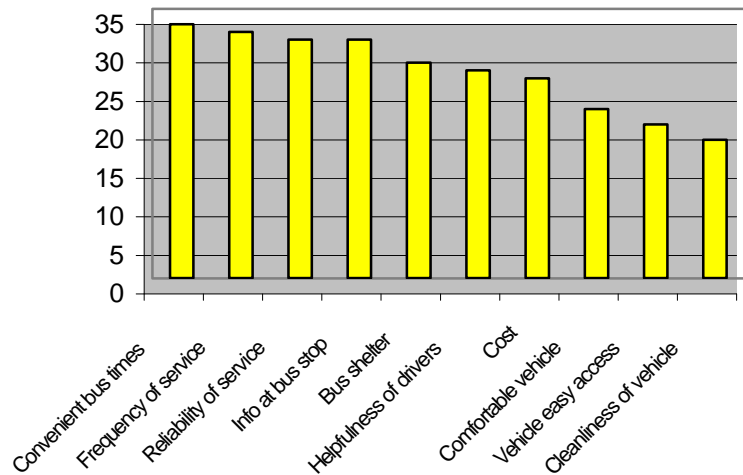
Reliability of service	96
Cost	91
Frequency of service	85
Convenient bus times	79
Helpfulness of drivers	63
Comfortable vehicle	56
Bus shelter	39
Vehicle easy access	38
Info at bus stop	37
Cleanliness of vehicle	36



57

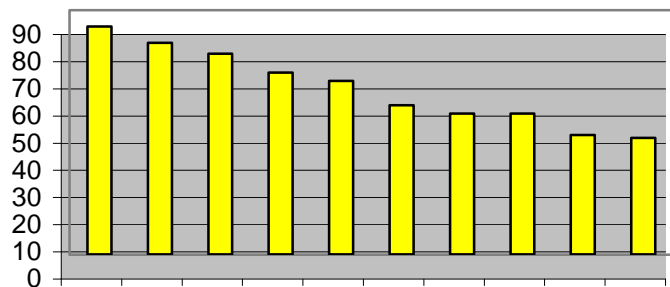
86/3 7.05 Barnstaple Hatherleigh

Convenient bus times	33
Frequency of service	32
Reliability of service	31
Info at bus stop	31
Bus shelter	28
Helpfulness of drivers	27
Cost	26
Comfortable vehicle	22
Vehicle easy access	20
Cleanliness of vehicle	18



86/4 9.36 Hatherleigh Barnstaple

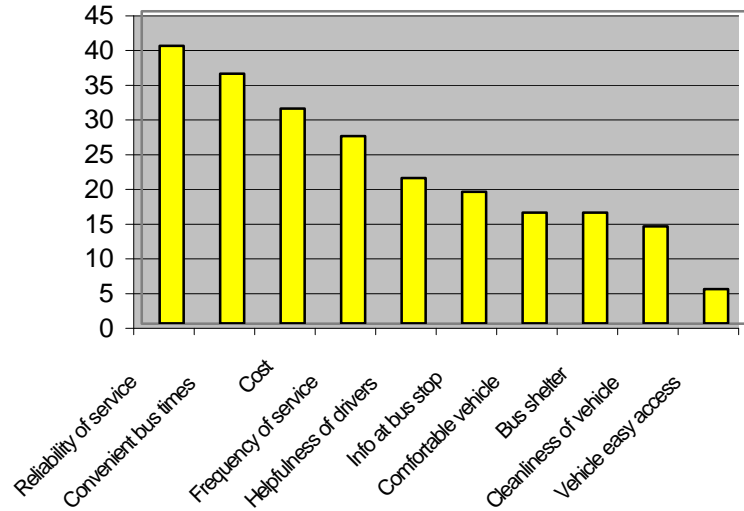
Reliability of service	84
Frequency of service	78
Convenient bus times	74
Helpfulness of drivers	67
Cost	64
Bus shelter	55
Vehicle easy access	52
Info at bus stop	52
Comfortable vehicle	44
Cleanliness of vehicle	43



Reliability of service
 Frequency of service
 Convenient bus times
 Helpfulness of drivers
 Cost
 Bus shelter
 Vehicle easy access
 Info at bus stop
 Comfortable vehicle
 Cleanliness of vehicle

86/5 11.26 Hatherleigh Barnstaple

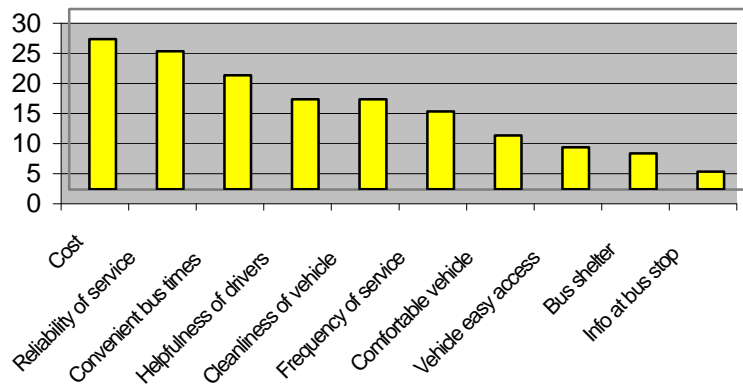
Reliability of service	40
Convenient bus times	36
Cost	31
Frequency of service	27
Helpfulness of drivers	21
Info at bus stop	19
Comfortable vehicle	16
Bus shelter	16
Cleanliness of vehicle	14
Vehicle easy access	5



58

86/6 9.10 Barnstaple Hatherleigh

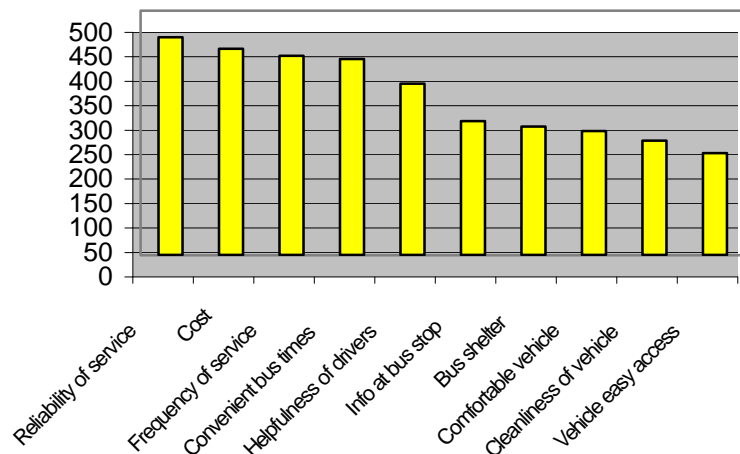
Cost	25
Reliability of service	23
Convenient bus times	19
Helpfulness of drivers	15
Cleanliness of vehicle	15
Frequency of service	13
Comfortable vehicle	9
Vehicle easy access	7
Bus shelter	6
Info at bus stop	3



Overall on Service 86

Criteria in order of importance

Reliability of service	446
Cost	422
Frequency of service	408
Convenient bus times	401
Helpfulness of drivers	351
Info at bus stop	274
Bus shelter	263
Comfortable vehicle	254
Cleanliness of vehicle	234
Vehicle easy access	209



20 **Comments made by passengers on Service 86**

86/1 What changes would you like to see made to the timetable? For example, earlier work time journeys, more frequent services, (Please be as specific as possible particularly if you use the service regularly).

Quicker travel times - less stops

Sunday service returns middle of afternoon instead of late evenings

More frequent services

One or two express buses daily i.e. fewer stops
Fine

Quite happy with the limited service used

Happy with timetable

More leg room and comfortable seats

59

Good service

Takes too long to get to Plymouth

Reliability very good other than in Sticklepath as have to get lift from there to Barnstaple in order to rely on bus times. Would make more use of bus service if accessibility (all round i.e. more stops etc) were better.

Comfort satisfactory for short journeys but softer seats needed for longer distances.

86/1A More frequent services. One late night service after clubs close.

Post clubbing journey from Plymouth to Tavistock

For tourists connecting towns with bus is very important

Gap in service around 12 noon from Tavistock - requested by many friends

Connection to Exeter is very poor

Better Exeter connection

More stops on Mannameade Road Plymouth

More frequent services

Like to have a bus that goes directly to Newquay Cornwall from Barnstaple Devon and vice versa so no change at Plymouth. All through the seasons.

We would be lost without it and recommend it highly to our friends. More advertisement is needed.

When windows are open on the bus they act like a wind tunnel.

Proper comfortable seats in the shelter. Heating turned off in Summer.

Gap in service around 12 noon from Tavistock - requested by many friends

I don't use this service very regularly to Tavistock, but the one I do use is from Modbury to Bigbury on Sea. Unfortunately this service has been cancelled and it is hard to get home. I would like this service to be put back

As a student I find I do not use the bus regularly enough to buy a student pass, but I find the normal price too high.

86/2

Just about right

More buses to and from Okehampton from Tavistock

A bus at 12.10 from Mary Tavy, as there is one at 11.10 but the next isn't until 1.10. Same from Tavistock to Mary Tavy at 12.20.

86 to Okehampton - be more frequent

86 Okehampton to Plymouth be more frequent have a bus late at night.

Last bus from Brentor to Hatherleigh often very late. Could do with a bus around midday to Plymouth

60

8.45 - 9.00 am bus arrival time in Plymouth (from Brentor) (A 7.05 am departure time is too early and the 8.00 am bus arrives too late for 9.00 am work in Plymouth.

Some drivers are very rude but some are nice. Buses should be free or cheaper for older students i.e. 16 - 19 year olds

Some drivers are either very nice or really grumpy. Prices should be cheaper from Mary Tavy to Tavistock College as I have to get this bus every day to and from school.

No timetable at Okehampton bus stops

Buses are quite regularly late at 4.50pm from Tavistock.

The 86 bus I catch does the school run on both journeys making the time taken to and from work extremely long, is it possible to have a separate service bus.

86/3

Info at bus stops (No of bus given but drivers do not stop). Ensure drivers know where to stop. More buses on Sundays (Some of us work 6 days a week).

Buses into Barnstaple timed to collect people finishing work at 5 pm

86/4

Quite happy with present service

Electronic Info updated

Could do with more buses i.e. 4.30 bus to allow more time in Barnstaple. Plymouth bus needs more stops or else I have to arrange a lift.

More frequent service

More frequent service

With more buses now going around East The Water on their way from Bideford to Barnstaple, reliability and journey times have deteriorated on the stopping buses. I think it is very important to have frequent buses along the link road. If these are well publicised travellers between Barnstaple and Bideford will have a much better service and more people may use them instead of their cars.

Sometimes the bus never comes at all

86/5

Bus service is better than Service 70 as far as behaviour of school children is concerned.

Bus shelter is the coldest, grimmest one ... It is cleaned once a year, painted never.

As I live in Petrockstowe there is only one bus that goes to Okehampton which is in the afternoon, If I have to go to work college for the morning which I do, it is a 40 minute walk to Merton every day in whatever weather. There only has to be one bus in the mid morning that would ease this. Further both buses back to Petrockstowe are in the morning which also means another 40 minutes walk home in the afternoon.

None, a good cross county service in the light of a very indirect rail route from Plymouth to N Devon.

There are some missing timetables.

Need to see this service run earlier 7 am?

61

Approx a year ago bus drivers were very angry minded due to their own disputes. Passengers were not dealt with in a satisfactory way.

Bus stops with seats.

Sometimes buses go before time and get missed - very annoying.

86/6

More buses a day.

More late night buses from Okehampton because latest 7.30 pm which means I have to get a lift back from work.

Some drivers everybody gets on well with, but other drivers are ignorant toward teens and children and only respect the adults.

Results of Bus Survey Autumn 2001

APPENDIX E

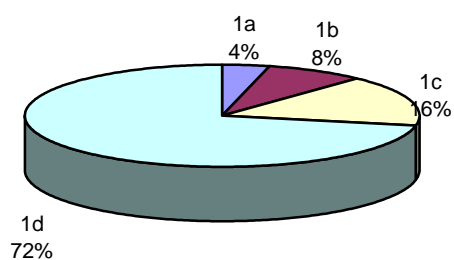
Responses from the Service 300 Surveys

Date	Ref No	Service	Time	From	To	No of Passengers
#####	300/1	300	9.05	Ilfracombe	Minehead	15
#####	300/2	300	1326	Minehead	Ilfracombe	7
#####	300/3	300	9.05	Ilfracombe	Minehead	10
#####	300/4	300	13.26	Minehead	Ilfracombe	8

1 How regularly do you use this service?

1a	1	Daily
1b	2	2-3 times per week
1c	4	Once a week
1d	18	Occasionally

How regularly do you use this bus service?



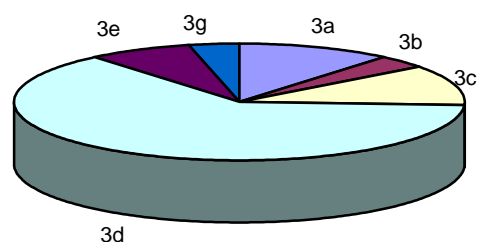
2 How regularly do you travel at this time?

Ref No	Time	From	To	Daily	2-3 times/week	Once a week	Occasionally
300/1	9.05	Ilfracombe	Minehead	Daily	0	0	1
				2-3 times/week	0	0	8
				Once a week	0	0	1
				Occasionally	0	0	7
300/2	1326	Minehead	Ilfracombe	Daily	0	0	1
				2-3 times/week	0	0	2
				Once a week	0	0	1
				Occasionally	0	0	3
300/3	9.05	Ilfracombe	Minehead	Daily	0	0	0
				2-3 times/week	1	0	0
				Once a week	0	0	0
				Occasionally	0	0	7
300/4	13.26	Minehead	Ilfracombe	Daily	0	0	0
				2-3 times/week	1	0	0
				Once a week	1	0	0
				Occasionally	1	0	3

3 What is the purpose of this journey?

What is the purpose of this journey?

3a	3	Work
3b	1	Visiting Friend
3c	3	Shopping
3d	17	Leisure
3e	2	Personal Business
3f	0	Medical Appointment
3g	1	Rail Connection
3h	0	Education
3i	0	Other



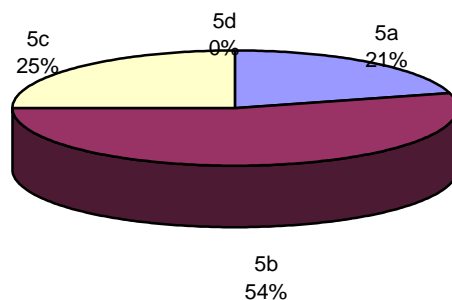
4 At which stop did you board/leave the bus for this journey?

Ref No	Time	From	To	Boarded At	No	Left Bus At	No
300/1	9.05	Ilfracombe	Minehead	Castle car park	1	County Gate	3
				Lynton	5	Minehead	3
				Combe Martin	3	Lynmouth	2
				Ilfracombe	1	Combe Martin	1
300/2	1326	Minehead	Ilfracombe	Butlins	1	Ilfracombe	1
				Porlock	1	Brendon	1
				Minehead	1	Countisbury	1
300/3	9.05	Ilfracombe	Minehead	Ilfracombe	5	Combe Martin	1
				Combe Martin	1	Minehead	4
				Lynmouth	1	Lynton	1
				Lynton	1	Butlins	1
				Lynmouth	1	1	
300/4	13.26	Minehead	Ilfracombe	Minehead	4	Ilfracombe	3
				Lynton	1	Culbone	1
						Porlock	1

5 How long does it take you to get to the bus stop from your home/origin?

5a	5	Adjacent to my home
5b	13	Up to 10 minutes walk
5c	6	More than 10 minutes walk
5d	0	I have a lift

How long does it take you to get to the bus stop from your home/origin?



64

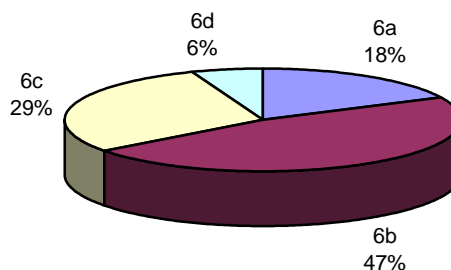
6 How long does it take you to get to your destination/home when you get off the bus?

6a	3	Adjacent to my home
----	---	---------------------

How long does it take you to get to your destination/home when you get off the bus?



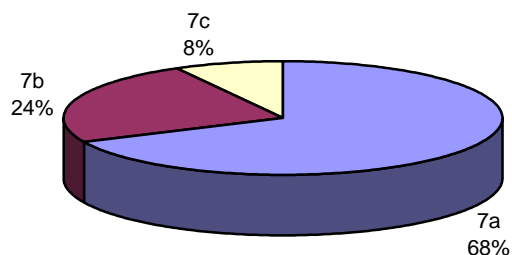
6b	8	Up to 10 minutes walk
6c	5	More than 10 minutes walk
6d	1	I have a lift



7 What sort of ticket do you have?

7a	17	Single
7b	6	Return
7c	2	Smartcard
7d	0	Weekly
7e	0	First Day
7f	0	Townwide
7g	0	Explorer

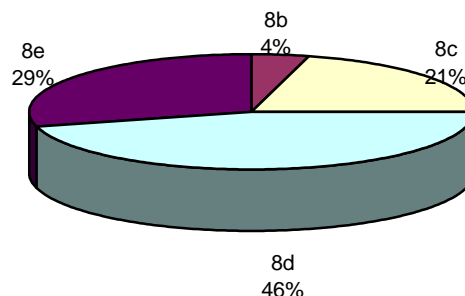
What sort of ticket do you have?



8 How would you rate the service in terms of value for money?

8a	0	Very Poor
8b	1	Poor
8c	5	Satisfactory
8d	11	Good
8e	7	Very Good

How would you rate the service in terms of value for money?



9 Where did you find out about this service?

300/1	9.05	Ilfracombe	Minehead
300/2	13.26	Minehead	Ilfracombe
300/3	9.05	Ilfracombe	Minehead
300/4	13.26	Minehead	Ilfracombe

Timetable
 Tourist Office
 Local Board
 Bus schedule
 Minehead Caravan site timetable also at bus stop

65

Exmoor Guide
 Tourist information
 Timetable at bus stop
 Tourist Bureau
 Local Knowledge
 Previous Visits
 Timetable
 Youth Hostel

Timetable

Bus station
Driver

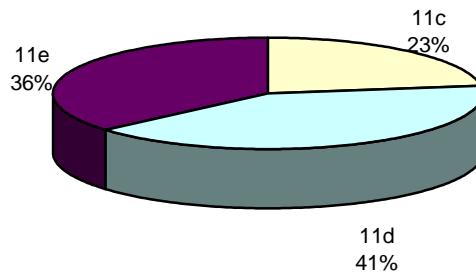
10 Where would you normally go to find information about Public Transport?

300/1	9.05	Ilfracombe	Minehead	Library Bus Station/timetable Tourist Information Bus Stop Internet
300/2	13.26	Minehead	Ilfracombe	Tourist Information/bus station Tourist Information/Library
300/3	9.05	Ilfracombe	Minehead	Timetable Bus station Phone Brochure
300/4	13.26	Minehead	Ilfracombe	Lynton Tourist Bureau Driver Bus station

11 How do you rate the reliability of this service?

11a	0	Very Poor
11b	0	Poor
11c	5	Satisfactory
11d	9	Good
11e	8	Very Good

How do you rate the reliability of this service?

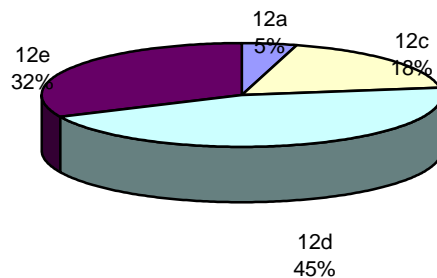


66

12 How do you rate the punctuality of the buses?

12a	1	Very Poor
12b	0	Poor
12c	4	Satisfactory
12d	10	Good
12e	7	Very Good

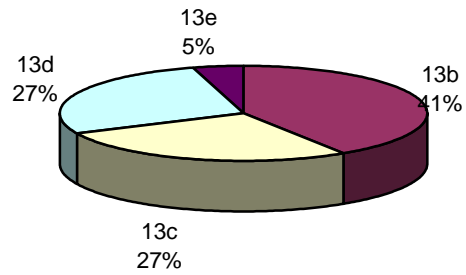
How do you rate the punctuality of the buses?



13 How do you rate the frequency of this service?

13a	0	Very Poor
13b	9	Poor
13c	6	Satisfactory
13d	6	Good
13e	1	Very Good

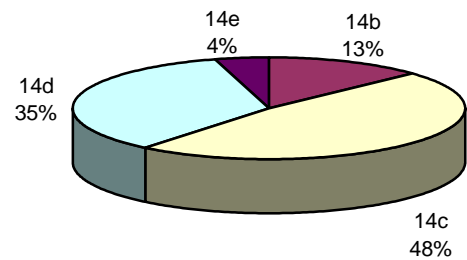
How do you rate the frequency of this service?



14 How do you rate the convenience of the timetable?

14a	0	Very Poor
14b	3	Poor
14c	11	Satisfactory
14d	8	Good
14e	1	Very Good

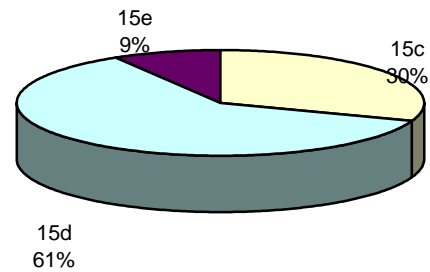
How do you rate the convenience of the timetable?



15 How do you rate the cleanliness of the vehicle both inside and outside?

15a	0	Very Poor
15b	0	Poor
15c	7	Satisfactory
15d	14	Good
15e	2	Very Good

How do you rate the cleanliness of the vehicle both inside and outside?

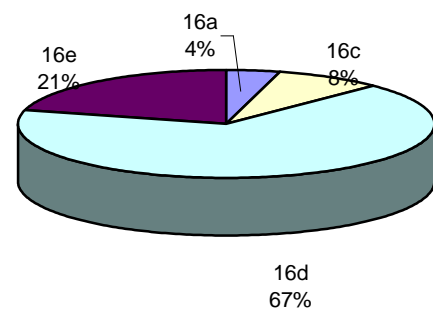


67

16 How do you rate the drivers of this service?

16a	1	Very Poor
16b	0	Poor
16c	2	Satisfactory
16d	16	Good
16e	5	Very Good

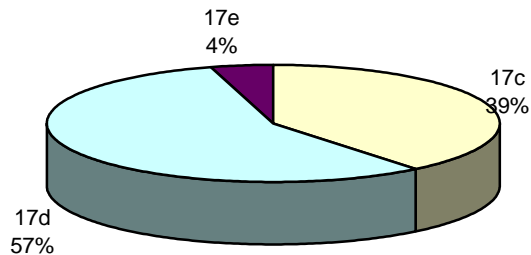
How do you rate the drivers of this service?



17 How do you rate the accessibility of the vehicle?

17a	0	Very Poor
17b	0	Poor
17c	9	Satisfactory
17d	13	Good
17e	1	Very Good

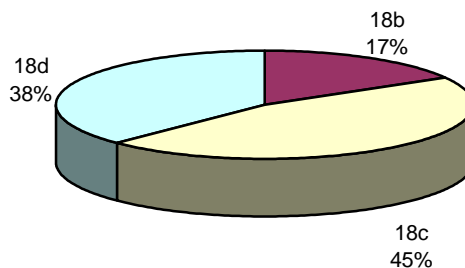
How do you rate the accessibility of the vehicle?



18 How comfortable do you rate the vehicle?

18a	0	Very Poor
18b	4	Poor
18c	11	Satisfactory
18d	9	Good
18e	0	Very Good

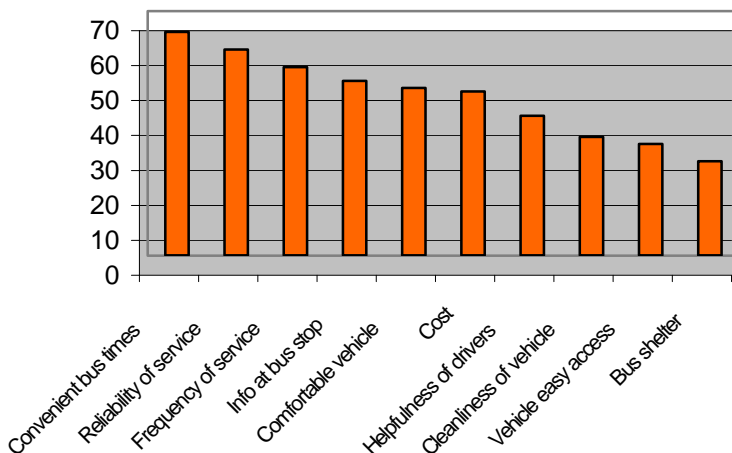
How comfortable do you rate the vehicle?



19 Criteria in order of importance 68

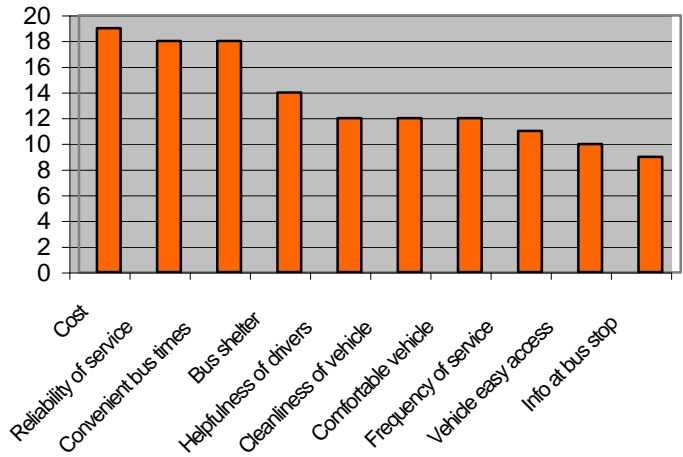
300/1 9.05 Ilfracombe Minehead

Convenient bus times	64
Reliability of service	59
Frequency of service	54
Info at bus stop	50
Comfortable vehicle	48
Cost	47
Helpfulness of drivers	40
Cleanliness of vehicle	34
Vehicle easy access	32
Bus shelter	27



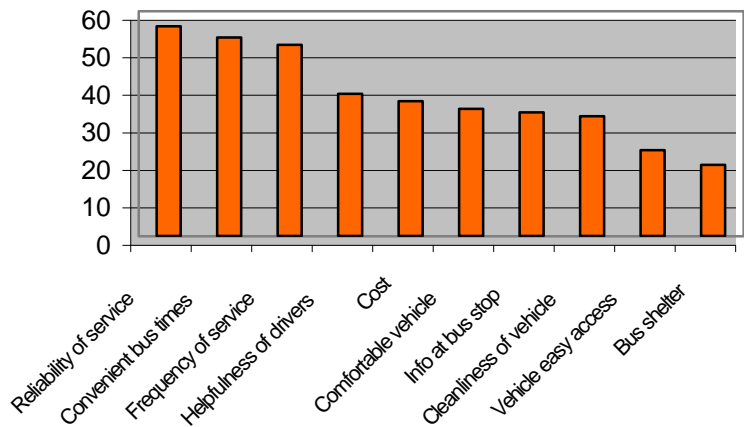
300/2 1326 Minehead Ilfracombe

Cost	19
Reliability of service	18
Convenient bus times	18
Bus shelter	14
Helpfulness of drivers	12
Cleanliness of vehicle	12
Comfortable vehicle	12
Frequency of service	11
Vehicle easy access	10
Info at bus stop	9



300/3 9.05 Ilfracombe Minehead

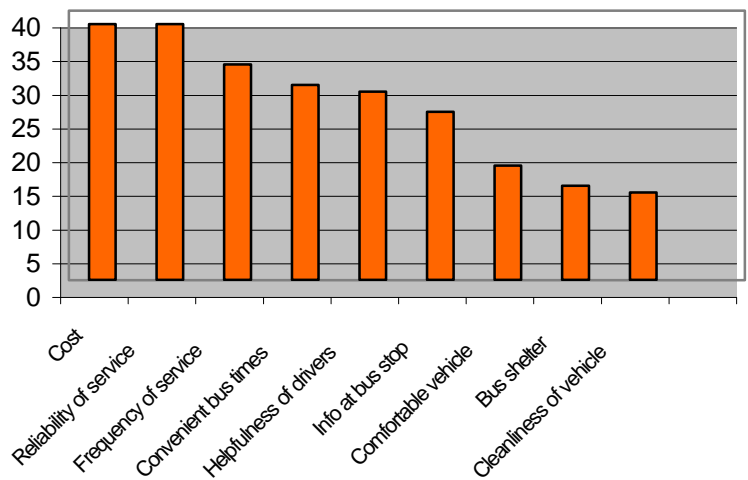
Reliability of service	56
Convenient bus times	53
Frequency of service	51
Helpfulness of drivers	38
Cost	36
Comfortable vehicle	34
Info at bus stop	33
Cleanliness of vehicle	32
Vehicle easy access	23
Bus shelter	19



69

300/4 13.26 Minehead Ilfracombe

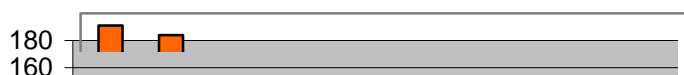
Cost	38
Reliability of service	38
Frequency of service	32
Convenient bus times	29
Helpfulness of drivers	28
Info at bus stop	25
Comfortable vehicle	17
Bus shelter	14
Cleanliness of vehicle	13
Vehicle easy access	0



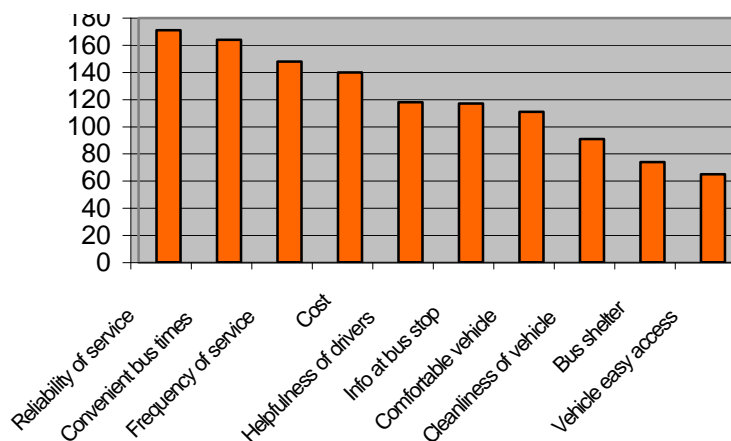
Overall on Service 300

Criteria in order of importance

Reliability of service	171
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Convenient bus times	164
Frequency of service	148
Cost	140
Helpfulness of drivers	118
Info at bus stop	117
Comfortable vehicle	111
Cleanliness of vehicle	91
Bus shelter	74
Vehicle easy access	65



20 Comments made by passengers on Service 86

300/1 Since 1/10/01 so far so good!

Cup of coffee

Service 300 is only one way in am and one in pm - service both ways am and pm please.

Saturday morning 300 drive from Minehead very helpful.

It is good to see this service running throughout the Winter and not just through Summer during the week.

Only used because car broke down on holiday - excellent!

300/2 Time too short in Minehead.

70

Provision of Minehead to Lynton return during Winter weekdays

300/3 More frequent services - 2 a day hopefully

Bus shelters at main stops at least - why do we have to wait in the rain?

Encourage less car use - more bus use for visitors to the N P but how?

More frequent services and/or later running service

With regards to buses on the Ilfracombe/Barnstaple route the last service should run such that there is time to go to the theatre or cinema.

Australian visitor

Some questions I was unable to answer as I am a tourist and do not use the bus services regularly.

A bit more frequent

The Winter service is excellent in terms of reliability but there is no appreciation of extra Summer traffic - drivers find it impossible to meet the schedules then. I use both the 30 service and the 300 and would like to see more evening buses on the 30 route. On the whole the service is very good and the drivers are excellent especially the Ilfracombe team.

More frequent services

300/4 More frequent services

The Culbone Inn should be a designated stop. Some drivers charge to Oare Post others to County Gate.

All the drivers we have met have been exceedingly helpful above and beyond the call of duty.

More frequent services

Last bus in Minehead in Winter is too early

More frequent - there is only one per day Mon - Fri - Can't get home if I miss it.

Found drivers very helpful (information on bus times, where stops are and tourist info not shown at bus stop would be helpful if they were).

With regards to punctuality, if you mean this service - satisfactory. If you mean bus services in this area generally then - when you are waiting for a bus you never know what time it will arrive or even if it will arrive - quite often buses leave early and for that there is no excuse, although I think that is often due to a bus being so late that it appears to be the next one early! However, since the next one is usually late or doesn't run it is still very frustrating. When I left this particular bus in the High Street in Ilfracombe it was 1505 precisely - the bus is scheduled to arrive at 1520. Frankly I am of the opinion that the "First" bus company couldn't organise a piss up in a brewery - if you will excuse the phrase!

Results of Bus Survey Autumn 2001

APPENDIX F

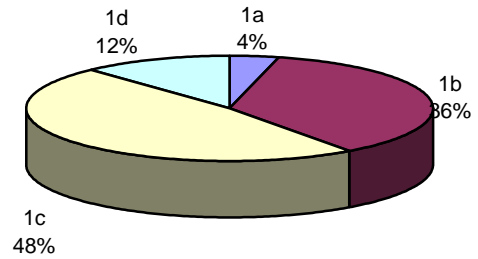
Responses from the Service 322 Surveys

Date	Ref No	Service	Time	From	To	No of Passengers
#####	322/1	322	9.25	Ashreigney	Barnstaple	20
#####	322/2	322	9.25	Ashreigney	Barnstaple	9
#####	322/3	322	13.45	Barnstaple	Ashreigney	4

1 How regularly do you use this service?

1a	1	Daily
1b	9	2-3 times per week
1c	12	Once a week
1d	3	Occasionally

How regularly do you use this service?



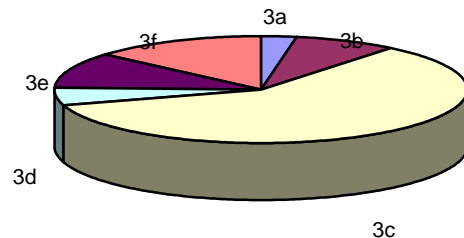
2 How regularly do you travel at this time?

Ref No	Time	From	To	Daily	2-3 times/week	Once a week	Occasionally
322/1	9.25	Ashreigney	Barnstaple	Daily	0	4	6
				2-3 times/week	4	6	2
				Once a week	6	2	
				Occasionally	2		
322/2	9.25	Ashreigney	Barnstaple	Daily	0	4	4
				2-3 times/week	4	4	1
				Once a week	4	1	
				Occasionally	1		
322/3	13.45	Barnstaple	Ashreigney	Daily	0	1	1
				2-3 times/week	1	1	2
				Once a week	1	2	
				Occasionally	2		

3 What is the purpose of this journey?

3a	1	Work
3b	3	Visiting Friend
3c	22	Shopping
3d	2	Leisure
3e	4	Personal Business
3f	5	Medical Appointment
3g	0	Rail Connection
3h	0	Education
3i	0	Other

What is the purpose of this journey?



72

4 At which stop did you board/leave the bus for this journey?

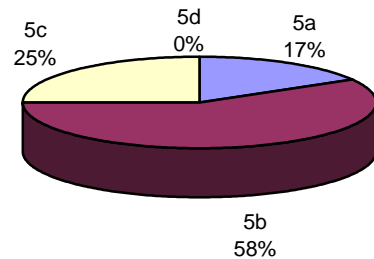
Ref No	Time	From	To	Boarded At	No	Left Bus At	No
--------	------	------	----	------------	----	-------------	----

322/1	9.25	Ashreigney	Barnstaple	Torrington	4	Bideford	2
				St Giles	4	Barnstaple	3
				Roborough	3	Torrington	6
				Ashreigney	1	St Giles	1
322/2	9.25	Ashreigney	Barnstaple	High Bullen	2	Torrington	2
				St Giles	3	Barnstaple	7
				Riddlecombe	2		
				Ashreigney	2		
322/3	13.45	Barnstaple	Ashreigney	Barnstaple	4	Ashreigney	4

5 How long does it take you to get to the bus stop from your home/origin?

5a	4	Adjacent to my home
5b	14	Up to 10 minutes walk
5c	6	More than 10 minutes walk
5d	0	I have a lift

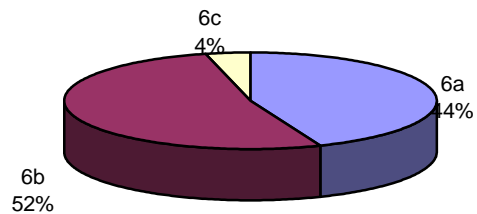
How long does it take you to get to the bus stop from your home/origin?



6 How long does it take you to get to your destination/home when you get off the bus?

6a	11	Adjacent to my home
6b	13	Up to 10 minutes walk
6c	1	More than 10 minutes walk
6d	0	I have a lift

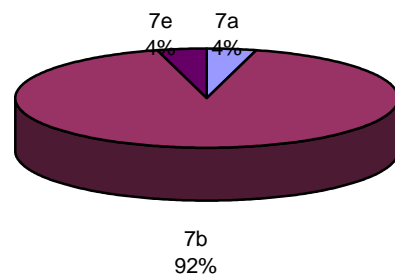
How long does it take you to get to your destination/home when you get off the bus?



7 What sort of ticket do you have?

7a	1	Single
7b	22	Return
7c	0	Smartcard
7d	0	Weekly
7e	1	First Day
7f	0	Townwide
7g	0	Explorer

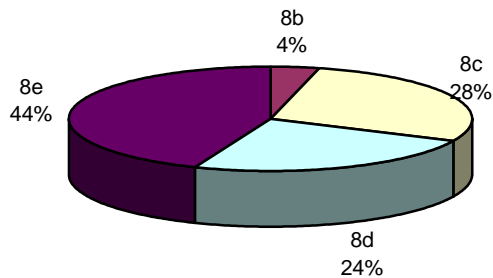
What sort of ticket do you have?



8 How would you rate the service in terms of value for money?

How would you rate the service in terms of value for money?

8a	0	Very Poor
8b	1	Poor
8c	7	Satisfactory
8d	6	Good
8e	11	Very Good



9 Where did you find out about this service?

322/1	9.25	Ashreigney	Barnstaple	Bus stop Timetable Advert Torrige Transport Group Friend Beth Dowdeswell at Bideford
322/2	9.25	Ashreigney	Barnstaple	Bus stop Timetable Relatives Friend Word of mouth Driver St Giles in the Wood
322/3	13.45	Barnstaple	Ashreigney	Parish Council Local Magazine Bus station

10 Where would you normally go to find information about Public Transport?

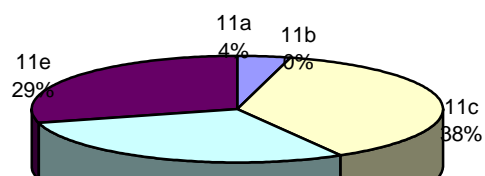
322/1	9.25	Ashreigney	Barnstaple	Barnstaple bus station Timetable Tourist Information Torrige Transport Group
322/2	9.25	Ashreigney	Barnstaple	Barnstaple bus station Timetable Ask locally Torrige Library Torrington
322/3	13.45	Barnstaple	Ashreigney	Bus station

74

11 How do you rate the reliability of this service?

11a	1	Very Poor
11b	0	Poor
11c	9	Satisfactory
11d	7	Good
11e	7	Very Good

How do you rate the reliability of this service?

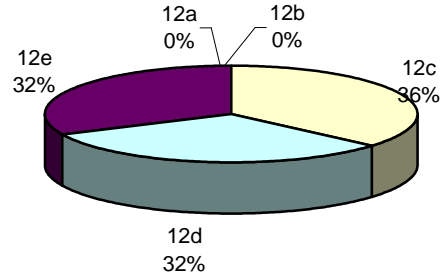




12 How do you rate the punctuality of the buses?

12a	0	Very Poor
12b	0	Poor
12c	8	Satisfactory
12d	7	Good
12e	7	Very Good

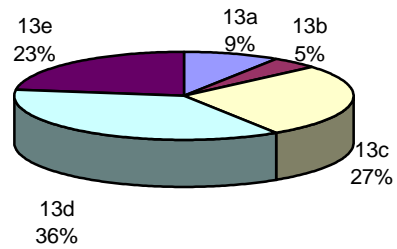
How do you rate the punctuality of the buses?



13 How do you rate the frequency of this service?

13a	2	Very Poor
13b	1	Poor
13c	6	Satisfactory
13d	8	Good
13e	5	Very Good

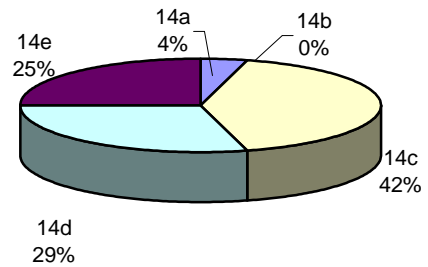
How do you rate the frequency of this service?



14 How do you rate the convenience of the timetable?

14a	1	Very Poor
14b	0	Poor
14c	10	Satisfactory
14d	7	Good
14e	6	Very Good

How do you rate the convenience of the timetable?

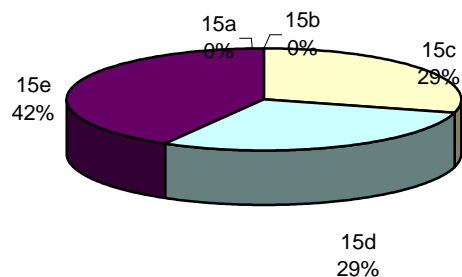


75

15 How do you rate the cleanliness of the vehicle both inside and outside?

15a	0	Very Poor
15b	0	Poor
15c	7	Satisfactory
15d	7	Good
15e	10	Very Good

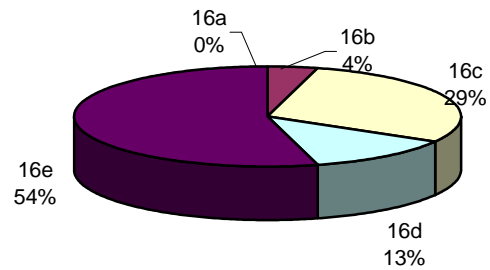
How do you rate the cleanliness of the vehicle both inside and outside?



16 How do you rate the drivers of this service?

16a	0	Very Poor
16b	1	Poor
16c	7	Satisfactory
16d	3	Good
16e	13	Very Good

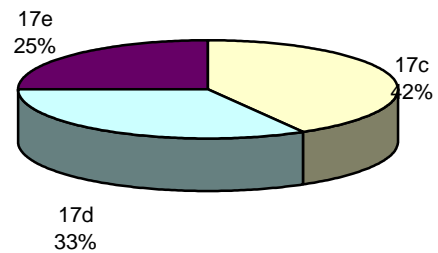
How do you rate the drivers of this service?



17 How do you rate the accessibility of the vehicle?

17a	0	Very Poor
17b	0	Poor
17c	10	Satisfactory
17d	8	Good
17e	6	Very Good

How do you rate the accessibility of the vehicle?

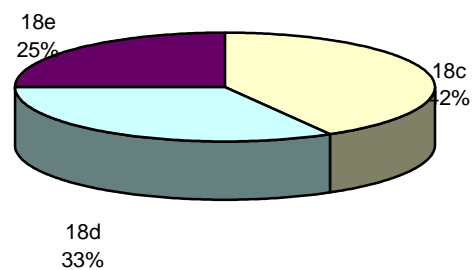


76

18 How comfortable do you rate the vehicle?

18a	0	Very Poor
18b	0	Poor
18c	10	Satisfactory
18d	8	Good
18e	6	Very Good

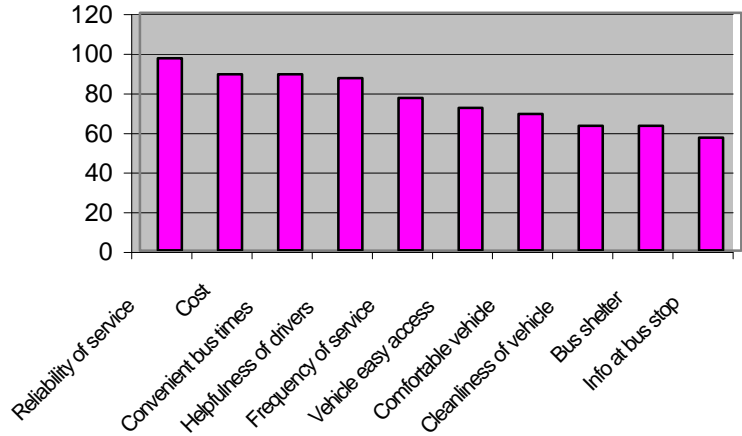
How comfortable do you rate the vehicle?



19 Criteria in order of importance

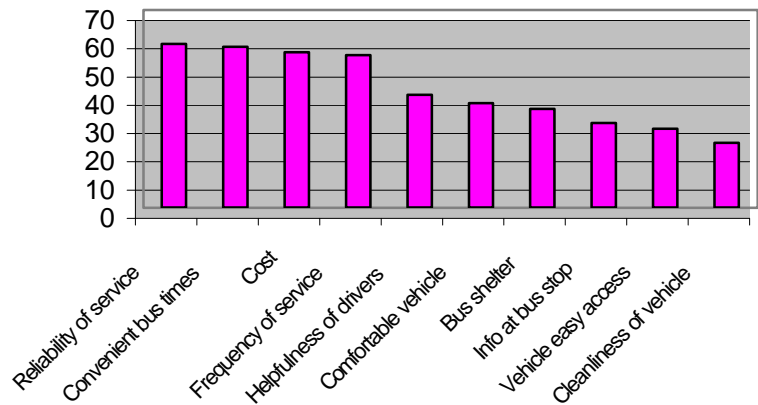
322/1 9.25 Ashreigney Barnstaple

Reliability of service	97
Cost	89
Convenient bus times	89
Helpfulness of drivers	87
Frequency of service	77
Vehicle easy access	72
Comfortable vehicle	69
Cleanliness of vehicle	63
Bus shelter	63
Info at bus stop	57



322/2 9.25 Ashreigney Barnstaple

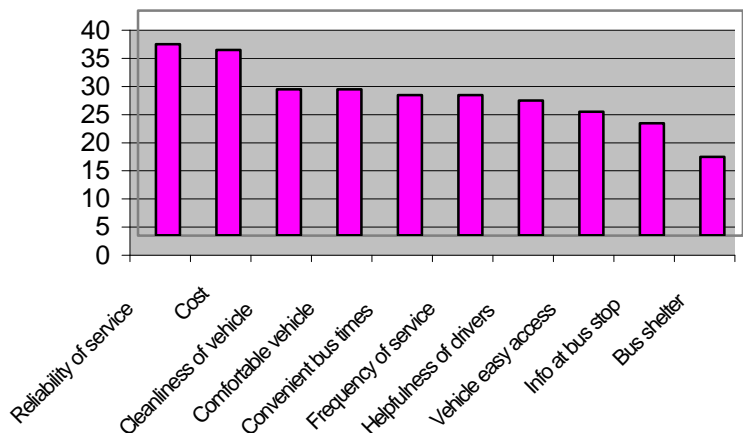
Reliability of service	58
Convenient bus times	57
Cost	55
Frequency of service	54
Helpfulness of drivers	40
Comfortable vehicle	37
Bus shelter	35
Info at bus stop	30
Vehicle easy access	28
Cleanliness of vehicle	23



77

322/3 13.45 Barnstaple Ashreigney

Reliability of service	34
Cost	33
Cleanliness of vehicle	26
Comfortable vehicle	26
Convenient bus times	25
Frequency of service	25
Helpfulness of drivers	24
Vehicle easy access	22
Info at bus stop	20
Bus shelter	14



Overall on Service 322

Criteria in order of importance

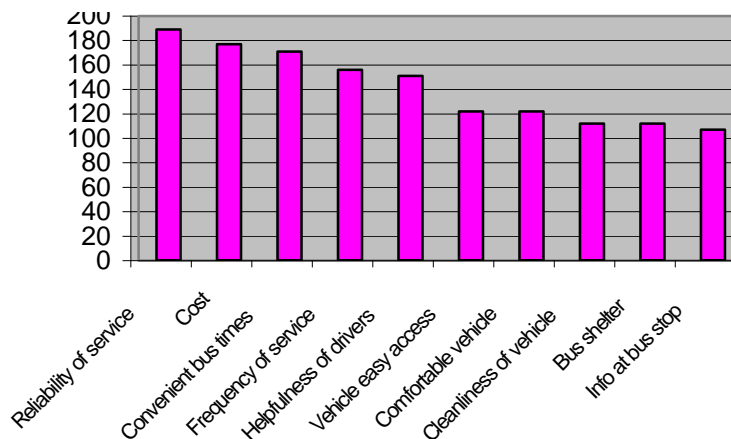
Reliability of service

189

200



Cost	177
Convenient bus times	171
Frequency of service	156
Helpfulness of drivers	151
Vehicle easy access	122
Comfortable vehicle	122
Cleanliness of vehicle	112
Bus shelter	112
Info at bus stop	107



20 Comments made by passengers on Service 322

322/1

It would be very useful if we had a more frequent bus service especially for workers to and from work and to town and through to Barnstaple.

One less on a weekday. One on a Saturday.

Bigger bus on Thursday. Saturday service. Ring and ride would be good for theatre and local functions.

A 12.25pm from Torrington to Roborough route 322 - on another day besides Thursday.

We have been left behind during holiday times.

Earlier work time journeys.

I am retired so I time by travelling to the availability of the buses.

This is an indispensable service to me.

78

Problems for elderly and children and shoppers - steps to bus.

Just in case the bus doesn't come up over the hill to pick me up to come back through St Giles I am going down to the bus station to make sure of it.

322/2

Maybe have a bus on a Saturday to go to Barnstaple

Happy with service

Happy with service

Happy with service

More frequent times on St Giles route

Could do with weekend service

There are no bars or straps to hold on to although I like the seat belts

Thursdays the bus tends to be full, possibly another bus is needed that day

Thursday bus is always full and has to leave people at bus stops - can another service run?

Would like a Saturday bus to run.

322/3

Would like a bus on Saturday

A bus on a Saturday with a couple of hours longer in Barnstaple.

A number of Ashreigney residents have said they would like a Saturday bus as most working people need to get to Barnstaple at the weekend.