

Maldon Neighbourhood Centre

Better Community Buses passenger satisfaction survey

[This template has been developed for you to copy and paste into your own Microsoft Word template as required. While all parts of this template can be modified to suit your needs, items in red have been highlighted to show where you might delete or amend text.]

We would like to hear your views on the community bus trial between [location] and [location] to inform how it will run into the future. Please complete the survey (where applicable) regardless of whether you used the bus service.

The community bus trial is part of the Age Friendly Communities project funded by Victorian Government.

The flyer	Satisfied	Neutral	Dissatisfied	Not applicable
The timetable was easy to find				
The timetable was easy to understand				

Comments, feedback and suggestions:

The timetable	Satisfied	Neutral	Dissatisfied	Not applicable
Bus route				
Bus schedule				
Frequency of service				
Trip length				
Waiting time				

Comments, feedback and suggestions:

The bus	Satisfied	Neutral	Dissatisfied	Not applicable
The bus was clean				
There was enough storage space				
It was easy to get on and off the bus				

Comments, feedback and suggestions

The trip	Satisfied	Neutral	Dissatisfied	Not applicable
Passenger comfort				
Driver safety skills				
Personal security				
Volunteer friendliness				
Cost of service				

Comments, feedback and suggestions

Please rate the importance of each category.

Importance (where 1 is most important)	1	2	3	4	5
The flyer					
The timetable					
The bus					
The trip					

Please indicate your main reason for using this service:

- Do not own a car
- Cannot drive – injury
- Cannot drive – no licence
- Environmental reasons
- To support the service
- Other

Please indicate how often you have used local buses in the past:

- Sometimes
- Never
- All the time

Please indicate your age range:

- 0–24
- 25–49
- 50–65
- 66–70
- 71–80
- 81–90
- 90+

Please indicate where you live:

- [Town/suburb]
- [Town/suburb]
- [Town/suburb]
- Other

Thank you for completing the survey.

Please return it to [email] or [address]. For any enquiries, please contact [Organisation Name] on [phone] or [email].

[Delete this section when transferring to your Microsoft Word template]

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