

Appendix G

Working together to improve your bus travel

Doncaster Bus Partnership would like to hear your thoughts about our recommendations for a revised bus network throughout Doncaster. The consultation runs from **Monday 9 November to Friday 18 December** and is your chance to tell us what you think.

Your views are important and will be taken into consideration before we introduce the new bus network in May 2016.

How can I take part?

You can take part in the consultation by completing a short questionnaire online at travelsouthyorkshire.com/dbp or by completing this paper copy.

Please return paper questionnaires to **Doncaster Bus Partnership, 11 Broad Street West, Sheffield S1 2BQ** or hand them in at customer service desks at Doncaster, Barnsley, Adwick, Rotherham, Meadowhall, and Sheffield Interchanges.

If you require this information in an alternative format please call Traveline on **01709 51 51 51**, or email doncasterbuspartnership@syppte.co.uk

Finding out about the new network

An accompanying leaflet has been produced to explain the proposed changes to the network and provides a map. You can also view these online at travelsouthyorkshire.com/dbp

Who are Doncaster Bus Partnership?

Doncaster Bus Partnership are working together to improve your services and deliver a network to meet the transport needs of people who live in, work in and visit Doncaster. The Partnership consists of First South Yorkshire, Stagecoach Yorkshire, Stagecoach East Midlands, Arriva, Doncaster Metropolitan Borough Council and South Yorkshire Passenger Transport Executive.

Section 1: About You

1.1 Are you answering on behalf of:

Individual/ Household/Family	<input type="radio"/>	<i>Please complete the rest of Section 1 - About You questions then continue to section 2 - Your Travel</i>
Group/ Organisation	<input type="radio"/>	<i>Please go straight to Section 2 - Your Travel, and complete section 4 - About Your Group at the end of the survey</i>

1.2 Which age category do you belong to?

16-24 25-34 35-44 45-54
 55-59 60-64 65-74 75+

1.3 Gender:

Male Female

1.4 Postcode:

1.5 Do you consider yourself to have a disability?

Yes No

1.6 If you answered **Yes** to question 1.5, which, if any, of the following relate to your disability/health condition? *(Tick all that apply)*

Mobility related	<input type="checkbox"/>	Visual related	<input type="checkbox"/>	Hearing related	<input type="checkbox"/>
Hidden disability	<input type="checkbox"/>	Learning disability	<input type="checkbox"/>	Mental health service user	<input type="checkbox"/>
Speech/Language impediment	<input type="checkbox"/>	Other	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

Section 2: Your Travel

2.1 Do you currently use the bus?

Yes No

2.2 What would make you use the bus more?

More frequent buses Better connections
 Cheaper tickets More reliable service

2.3 If you use the bus, which service(s) do you use most?

Service Number	Operator(s)

2.4 Which service on the proposed new network would you like to comment on first? *(Note that there is space at the end for comments on two further services)*

Service Number

2.5 How often would you use this service?

5 or more days a week 3 or 4 days a week 1 or 2 days a week
 Once a fortnight Once a month Less than once a month

2.6 For what purpose(s) would you use this service?

Work Hospital/Doctors
 Education Social/Leisure
 Shopping Other (please specify)
 Visiting friends/relatives
 Personal business (e.g. bank)

2.7 How do you think the proposed changes will impact on your bus journey?

Improve a lot Improve a little Neither Make a bit worse Make much worse

2.8 Do you have any other comments about the proposed new network?

If you wish to comment on any other services, please use the Additional Comments sections overleaf

Section 3: Your Ticket

3.1 How often do you travel using different bus operators?

Frequently Infrequently Never

3.2 Which ticket do you currently use to travel?

Elderly/disabled pass	<input type="checkbox"/>	Ticket valid for any bus operator	<input type="checkbox"/>
Ticket valid for a single bus operator	<input type="checkbox"/>	Multi modal (valid on bus and train)	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="text"/>	

Please only answer the next two questions if you selected **Ticket valid for a single bus operator**

3.3 What is your reason for buying a ticket only valid for a single operator?

Only one operator works on the route(s) I use I have a choice of operators but choose my ticket based on services or performance
Better value for money

3.4 How much more would you be willing to pay for a multi-operator ticket allowing you to use all buses?

Nothing 5% more 10% more

How did you hear about this consultation?

<input type="checkbox"/> Direct email from SYPTE	<input type="checkbox"/> Poster in Interchange	<input type="checkbox"/> Drop in event	<input type="checkbox"/>
<input type="checkbox"/> Map at Customer Service Desk at Interchange	<input type="checkbox"/> Poster or map on bus	<input type="checkbox"/> Real time screens at Interchange	<input type="checkbox"/>
<input type="checkbox"/> Real time screens at bus stop	<input type="checkbox"/> Media	<input type="checkbox"/> Facebook	<input type="checkbox"/>
<input type="checkbox"/> Twitter	<input type="checkbox"/> Online	<input type="checkbox"/> Other (please specify)	<input type="checkbox"/>

Thank you for completing this questionnaire

Return address: Doncaster Bus Partnership, 11 Broad Street West, Sheffield, S1 2BQ.

About your data

Would you be happy for the Doncaster Bus Partnership to send you information about bus services in the town?

Yes No

Your information is collected on behalf of South Yorkshire Passenger Transport Executive, Doncaster Metropolitan Borough Council, First Group, Stagecoach Yorkshire, Stagecoach East Midlands and Arriva. We would like to keep your contact details to send you information on public transport, ticketing, promotions, consultations or research activities. Please note that we will not pass your information on to any organisation outside of the Travel South Yorkshire partnership. If you would be happy to receive such information, please tick and enter your email address here:

The Doncaster Bus Partnership is committed to treating people fairly and values diversity. It promotes equality of opportunity and welcomes feedback and ideas concerning its policies and operations.

Additional service comments - 1

2.4.1 Which additional service on the proposed new network would you like to comment on?

Service Number

2.5.1 How often would you use this service?

5 or more days a week 3 or 4 days a week 1 or 2 days a week
Once a fortnight Once a month Less than once a month

2.6.1 For what purpose(s) would you use this service?

Work	<input type="checkbox"/>	Hospital/Doctors	<input type="checkbox"/>
Education	<input type="checkbox"/>	Social/Leisure	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>
Visiting friends/relatives	<input type="checkbox"/>	<input type="text"/>	
Personal business (e.g. bank)	<input type="checkbox"/>	<input type="text"/>	

2.7.1 How do you think the proposed changes will impact on your bus journey?

Improve a lot Improve a little Neither Make a bit worse Make much worse

2.8.1 Do you have any other comments about the proposed new network?

Additional Service Comments - 2

2.4.2 Which additional service on the proposed new network would you like to comment on?

Service Number

2.5.2 How often would you use this service?

- 5 or more days a week 3 or 4 days a week 1 or 2 days a week
Once a fortnight Once a month Less than once a month

2.6.2 For what purpose(s) would you use this service?

- | | | | |
|-------------------------------|--------------------------|------------------------|--------------------------|
| Work | <input type="checkbox"/> | Hospital/Doctors | <input type="checkbox"/> |
| Education | <input type="checkbox"/> | Social/Leisure | <input type="checkbox"/> |
| Shopping | <input type="checkbox"/> | Other (please specify) | <input type="checkbox"/> |
| Visiting friends/relatives | <input type="checkbox"/> | <input type="text"/> | |
| Personal business (e.g. bank) | <input type="checkbox"/> | <input type="text"/> | |

2.7.2 How do you think the proposed changes will impact on your bus journey?

- Improve a lot Improve a little Neither Make a bit worse Make much worse

2.8.2 Do you have any other comments about the proposed new network?

Section 4: About Your Group

1.7 Approximately how many of your group's members are in each age category?

16-24	<input type="text"/>	25-34	<input type="text"/>	35-44	<input type="text"/>	45-54	<input type="text"/>
55-59	<input type="text"/>	60-64	<input type="text"/>	65-74	<input type="text"/>	75+	<input type="text"/>

1.8 Approximately how many of your group's members are each gender:

Male Female

1.9 Postcode of group headquarters or of group leader/representative:

1.10 Do any members of your group have any disabilities?

Yes No

1.11 If you answered **Yes** to question 1.10, approximately how many of your group's members have each disability/health condition?

Mobility related	<input type="text"/>	Visual related	<input type="text"/>	Hearing related	<input type="text"/>
Hidden disability	<input type="text"/>	Learning disability	<input type="text"/>	Mental health service user	<input type="text"/>
Speech/Language impediment	<input type="text"/>	Other	<input type="text"/>	Prefer not to say	<input type="text"/>