

Working in partnership for the people of Herefordshire

Review of Community Transport Services 2011

Community Transport services are provided throughout the County in order to cater for people who do not have their own vehicle and are unable to use other public transport services, or who live in areas where no such services are provided. Community Transport is provided by voluntary sector organisations, supported with funding from Herefordshire Council. There are seven Community Transport providers operating within the county on a demand responsive basis with customers telephoning their local provider to book their journey.

The Council seeks to understand views on Community Transport services within Herefordshire from an existing user and non-user perspective. The results of this questionnaire will be used to inform the Council's review of Community Transport which aims to improve the quality and availability of Community Transport services. Your response will be treated confidentially and used only for the purpose outlined. If you have any questions or need help in completing this questionnaire, please email ltpf@herefordshire.gov.uk

To help the Council understand how views on Community Transport may differ across the county please can you provide your birth year and postcode?

<input type="text"/>	Birth Year	<input type="text"/>	Postcode
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Q1 – Do you own or have access to a car, van or motorbike?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Q2 - Please indicate your main mode of transport when accessing local services? – (Please tick only one box)

<input type="checkbox"/> As a car/van or motorbike driver	<input type="checkbox"/> Walking and / or Cycling
<input type="checkbox"/> As a car/van or motorbike passenger	<input type="checkbox"/> Using Community Transport
<input type="checkbox"/> Using a bus service	<input type="checkbox"/> Other

If answered 'Other' please specify

Q3 - Would you describe yourself as a Community Transport user? A user is defined as someone that has used Community Transport within the past year.

<input type="checkbox"/> Yes – please move to Q4	<input type="checkbox"/> No – please move to Q7
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Section A - Existing Users

Q4 – Which Community Transport Service do you use? – (Please tick only one box)

<input type="checkbox"/> Bromyard Community Transport	<input type="checkbox"/> Hereford Dial-a-Ride
<input type="checkbox"/> Community Wheels (Leominster)	<input type="checkbox"/> Hereford Car Scheme
<input type="checkbox"/> Dore Community Transport	<input type="checkbox"/> Ledbury Ring and Ride
<input type="checkbox"/> Hay Dial-a-Ride	<input type="checkbox"/> Ross Country Cars

Q5 – For what journey purposes do you use Community Transport? – (Please tick all that apply)

<input type="checkbox"/> Social/leisure	<input type="checkbox"/> Medical (any)
<input type="checkbox"/> Shopping	<input type="checkbox"/> Work
<input type="checkbox"/> Education	<input type="checkbox"/> Other

If answered 'Other' please specify

Q6 – How satisfied are you with Community Transport within Herefordshire? (Please tick only one box per component)

Component	Very Satisfied	Satisfied	Neither Sat or Dissat	Dissatisfied	Very Dissatisfied
Ease of booking					
Fares					
Times/Days available					
Destinations served					
Reliability					
Attitude of staff/volunteers					

If answered “dissatisfied” or “very dissatisfied” to any of the above, please give reasons

Please continue to Q9

Section B - Non Users

Q7 - What reasons do you have for not using Community Transport? – (Please tick all that apply)

- | | | | |
|--------------------------|--------------------------------|--------------------------|--------------------------------------|
| <input type="checkbox"/> | I don't know anything about it | <input type="checkbox"/> | I don't think I'm eligible to use it |
| <input type="checkbox"/> | It's not relevant to my needs | <input type="checkbox"/> | Other |

If answered 'Other' please specify

Q8 – What would need to change before you would consider using Community Transport? – (Please tick all that apply)

- | | | | |
|--------------------------|--------------------------------------|--------------------------|------------------------------------|
| <input type="checkbox"/> | If I had to give up driving | <input type="checkbox"/> | That more destinations were served |
| <input type="checkbox"/> | If bus services were reduced | <input type="checkbox"/> | Available at evenings and weekends |
| <input type="checkbox"/> | If there was a change in my mobility | <input type="checkbox"/> | More information about fares |
| <input type="checkbox"/> | More information about the service | <input type="checkbox"/> | Other |

If answered 'Other' please specify

Section C – Both Users and Non Users

Q9 - Are there any other comments or additional information about Community Transport services that you would like us to consider?

Thank you for completing this questionnaire - Please return this form by Friday 15th July 2011 to any of our Customer Service Centres or by post to:
 Transportation Department (Community Transport Consultation), Freepost RLSE
 HHZC-XTUG, PO Box 236, Plough Lane, Hereford, HR4 0WZ