

Bus Shelters Survey

Joint Overview and Scrutiny Task Group: Bus Shelters

Research study for

Joint Overview and Scrutiny Task Group: Bus Shelters
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1 Executive Summary

The bus shelters survey was commissioned by the Joint Overview and Scrutiny Task Group for Bus Shelters as part of their review into the provision of bus shelters. The survey aimed to find out public perceptions of the quality of bus shelters and the extent to which they may affect usage of buses and fear of crime.

Questionnaires were available to complete in paper format, online or through an in-street interview. In total 1,151 questionnaires were returned. Fieldwork began on Monday 8 January 2007 and ended on Friday 15 February 2007.

The main findings were that:

- Most people thought that the quality of bus shelters was adequate (43%), a quarter thinking they are poor and 17% said they were good. Twice as many people thought they were poor compared to good or excellent.
- Respondents felt that vandalism was a problem (particularly in Burnley and Hyndburn), although most thought it was only a slight problem (38%). Again more people felt it was at least a fairly big problem rather than a slight problem or not a problem at all.
- Respondents thought that the quality of bus shelters makes a difference to whether people use the buses (73%), especially for men and those with a disability. The quality of bus shelters also strongly affected perceptions of:
 - the appearance of the local area (59% very big effect);
 - other, more vulnerable, peoples' sense of feeling safe (59% very big effect);
 - crime and anti-social behaviour (49% very big effect); and
 - how safe they feel (48% very big effect).
- In previous Life in Lancashire (LiL) research the things that:
 - prevented people from using public transport more were: the length of time needed to make the trip, infrequency and high cost (although the quality of bus shelters wasn't included as an option in the question)¹; and
 - made people feel unsafe when travelling on public transport were: anti-social behaviour on public transport, defaced/dirty public transport and damaged bus shelters².

¹ Life in Lancashire residents' panel (wave 2) October 2001

² Life in Lancashire residents' panel (wave 11) July 2004

- The top mentioned improvements for bus shelters were timetable information (81% very important), better vandal proofing (64% very important), a quicker response to reports of damage or vandalism (59% very important) and better lighting (59% very important). Women tended to think that these improvements were more important than men.
- Other comments respondents made about improving bus shelters were to tackle vandalism, make sure they protect you from the weather for example by being enclosed, make sure they are cleaned and maintained regularly and to have more shelters.

The main recommendations are listed below.

- Make sure there is adequate timetable information in all bus shelters. Improvements suggested in the comments question included having electronic timetable information or real-time displays, making sure they are easy to read – possibly by being lit at night, and having contact numbers for bus information.
- Make sure that reports of damage or vandalism are dealt with quickly and look at ways of tackling vandalism to bus shelters – particularly in Burnley and Hyndburn. Suggestions respondents made included installing vandal proof glass or Perspex instead of standard glass, prosecuting those who commit the offences and installing CCTV.
- Make sure bus shelters are regularly cleaned and maintained to improve perceptions of the standard and quality of bus shelters.
- Look into the design of bus shelters making sure that they provide adequate shelter from the weather, have lighting, ensure visibility for waiting passenger for oncoming buses and have comfortable seating.
- Many respondents felt the need for more bus shelters to be installed and for them to be replaced quickly when they have to be removed. So the availability of funding for more shelters should be investigated.
- A more complete picture into the perceptions of bus shelters and their impact on bus use and feelings of safety will be gained from surveying non-users (for example by using the Life in Lancashire panel).

2 Introduction

The bus shelters survey was commissioned by the Joint Overview and Scrutiny Task Group for Bus Shelters as part of their review into the provision of bus shelters. They were particularly interested in finding out if there was a link between perceptions of the quality of bus shelters on the usage of buses and fear of crime.

3 Research Objectives

The main objectives of the survey were to find out people's perceptions of:

- the quality of bus shelters;
- the extent of vandalism to bus shelters;
- how bus shelters can be improved; and
- the extent the quality of bus shelters has on bus usage and fear of crime.

A copy of the bus shelters survey form can be found in Appendix 2.

4 Methodology

The bus shelters consultation survey was a 4-page self-completion and interviewer-administered questionnaire that was available for people to complete on a paper form or through an online questionnaire. Paper forms were distributed through contacts in each of the 12 Lancashire districts, and in-street interviews were carried out with members of the public throughout the county. The online questionnaire was promoted through Vision, press releases and links from the lancashire.gov.uk website.

Fieldwork began on Monday 8 January 2007 and ended on Friday 15 February 2007.

No incentive for respondents to complete the forms was given. In total 1,151 questionnaires were completed.

All data are unweighted, with figures based on all respondents unless otherwise stated.

5 Limitations

The data from this consultation are unweighted as it would be difficult to score the relevant importance of each group as to which was more important than the other, or that each should have an equal weight. Also as non-users of buses are not included in the sample in any significant numbers the results present an incomplete picture of perceptions of bus shelters, and their impact on bus use and fear of crime. We also don't know the reasons behind respondents bus use, whether they are using the bus out of necessity or choice.

This consultation covered all of the 12 districts in Lancashire. Due to the differences in the number of respondents within each district bias is introduced when looking at the overall picture as some districts (particularly Preston and South Ribble) are over-represented. The number of respondents in each district is shown below.

District	Number of responses	%
Burnley	74	7
Chorley	51	5
Fylde	98	9
Hyndburn	76	7
Lancaster	96	9
Pendle	24	2
Preston	208	20
Ribble Valley	26	2
Rosendale	69	7
South Ribble	193	18
West Lancashire	94	9
Wyre	30	3

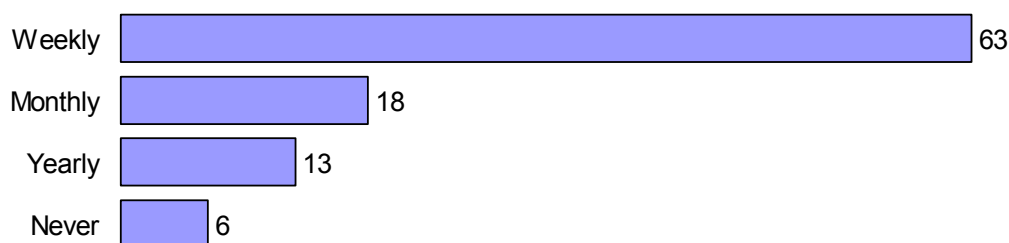
6 Main Research Findings

A marked up questionnaire of the survey results can be found in Appendix 1.

6.1 Bus usage

The first question asked respondents how often they used the bus. The results are shown in chart one below. Most respondents are regular bus users (63% use the bus weekly, 18% use the bus monthly), only one in five respondents use the bus infrequently (13% yearly, 6% never).

Chart 1 - How often do you use the bus?



Base: all respondents (1,141)

The respondents who used the bus more frequently were either under 25 or over 60 (16-24 73% weekly, 60-74 80% weekly, and 75 and over 96% weekly), had a disability³ (80% weekly) and were white (63% weekly).

The respondents who used the bus less frequently were more likely to live in Ribble Valley (23% weekly), Wyre (30% weekly) or Chorley (41% weekly) compared to a number of the other districts.

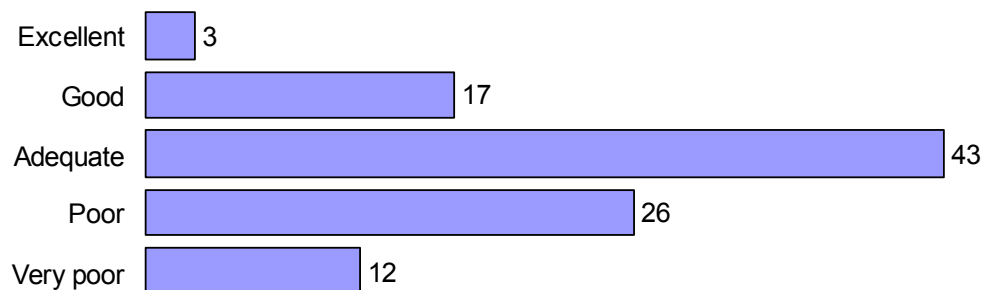
³ This is likely to be because older people were more likely to have a disability and these are the people that use the bus more frequently.

6.2 Perceptions of the standard and quality of bus shelters

There were a number of questions that looked at respondents perceptions of the standard and quality of bus shelters in their local area.

The first asked people to rate the quality and standard of bus shelters in their local area. Most people thought that the quality of bus shelters was adequate (43%); followed by a quarter thinking they are poor and 17% saying they were good. Twice as many people thought they were poor (38% poor or very poor) compared to good (19% good or excellent).

Chart 2 - *How would you rate the quality and standard of bus shelters in your local area?*

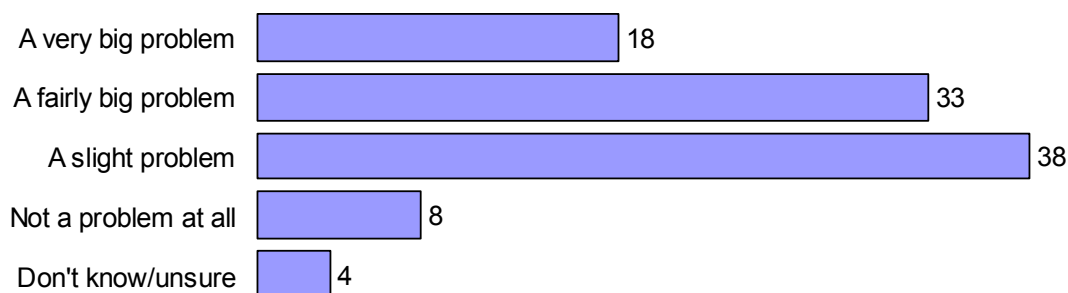


Base: all respondents (1,143)

Respondents from Burnley (37% very poor) and those with a disability (50% poor or very poor) were more likely to rate the quality and standard of bus shelters more poorly.

Respondents were also asked how much of a problem they felt vandalism to bus shelters was in their local area. It does appear that respondents felt vandalism was a problem, although the most people felt it was only a slight problem (38%). However, more people felt vandalism was at least a fairly big problem (very or fairly big problem 51%) rather than a slight problem or not a problem at all (46%).

Chart 3 - How much of a problem, if at all, is vandalism to bus shelters in your local area?



Base: all respondents (1,135)

Respondents from Burnley (40% very big problem) and Hyndburn (38% very big problem), and to a lesser extent Pendle (30% very big problem) were more likely to think that vandalism to bus shelters was a problem in their local area. There were no significant differences between the type of person and their frequency of bus use and their perceptions of vandalism to bus shelters.

Previous Life in Lancashire (LiL) research⁴ with bus users into perceptions of the condition of bus stops and shelters has shown that over a third of users expressed some level of dissatisfaction. This shows a similar picture to that obtained in this consultation. Later LiL research⁵ looking at perceptions of the state of bus stops (this does not just cover perceptions of bus shelters) showed that two in five people were satisfied and one in five people were dissatisfied with them.

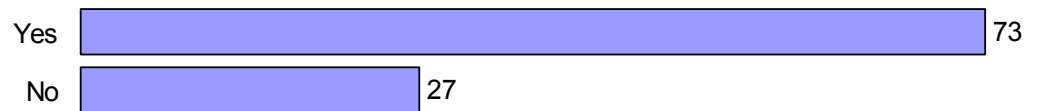
⁴ Life in Lancashire residents' panel (wave 2) October 2001

⁵ Life in Lancashire residents' panel (wave 14) September 2005

6.3 Perceptions of the effect bus shelters has on bus use and safety

Charts four and five look at the effect the quality of bus shelters has on bus use and safety. Three-quarters of respondents do think that the quality and standard of bus shelters makes a difference to whether people use buses. The other things the quality and standard of bus shelters affects strongly are: the appearance of the local area (59% a very big effect); other, more vulnerable, peoples' sense of feeling safe (59% a very big effect); crime and anti-social behaviour (49% a very big effect) and how safe you feel (48% a very big effect). It seems to have less of an effect on bus use (theirs and other peoples') as only a quarter of respondents say it has a very big effect.

Chart 4 - *Do you think that the quality and standard (including state of repair) of bus shelters makes a difference to whether people use buses?*



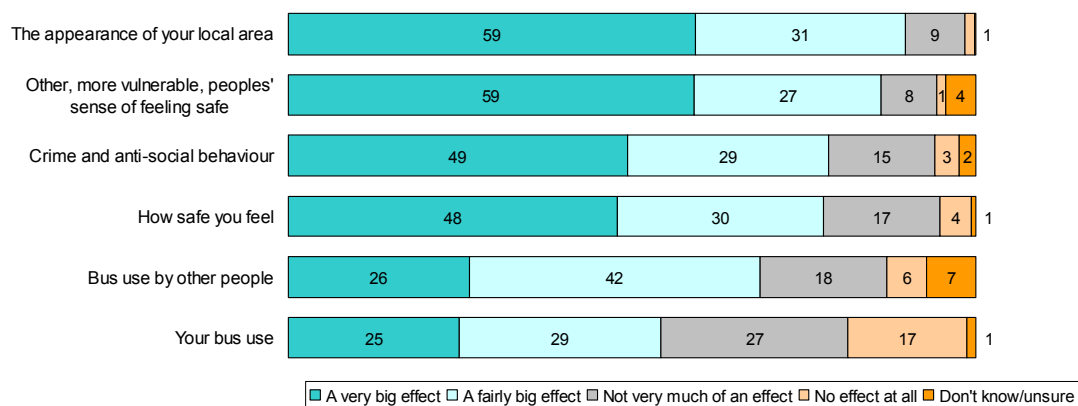
Base: all respondents (1,120)

The people who were more likely to say that there was a link between the state of bus shelters and bus use were men (78%) and people with a disability (82%).

Recent LiL research⁶ asked people what prevented them from using public transport more. The things that came out top were the length of time need to make the trip (61%), infrequency (38%) and high cost (36%) – although again the quality of bus shelters was not included as an option in the question.

⁶ Life in Lancashire residents' panel (wave 17) December 2006

Chart 5 - What effect, if at all, do you think the quality and standard of bus shelters has on each of the following things?



Base: all respondents (1,080 to 1,109)

All of the respondents, across all of the districts, felt that the quality and standard of bus shelters had a strong impact on the appearance of their local area.

Women thought that the quality of bus shelters had more of an effect on feelings of safety (own safety 53% very big effect, others sense of feeling safe 65% very big effect) and on crime and anti-social behaviour (54% very big effect).

Respondents in Burnley were more likely to say that the quality of bus shelters had a bigger effect on others bus use and their own bus use (both 46% very big effect). People who use the buses weekly (32% very big effect) and who have a disability (38% very big effect) were significantly more likely to say that the quality of bus shelters had a bigger effect on their bus use.

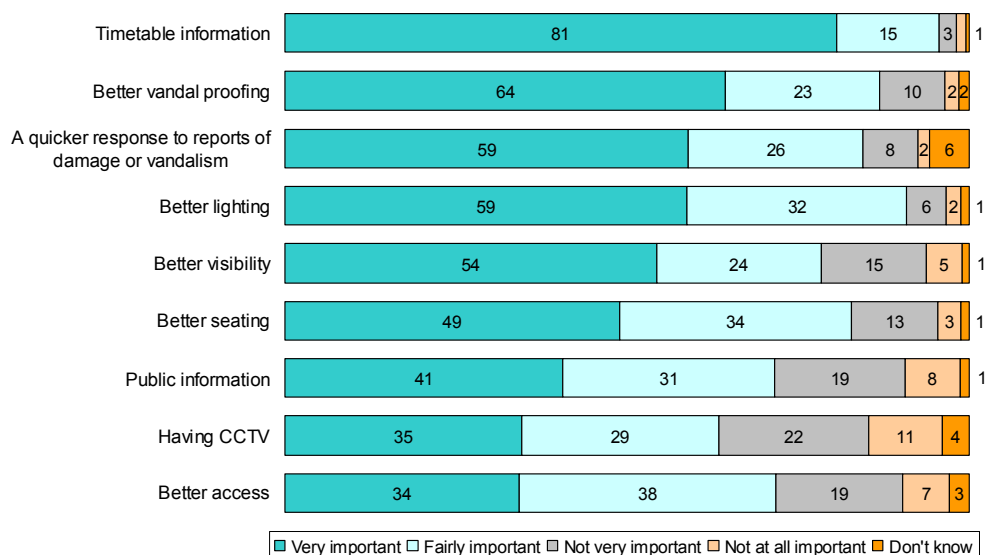
Another piece of LiL research⁷ looked at feelings of safety while travelling around. Almost half of respondents felt unsafe (slightly or very) when travelling after dark and one in five felt unsafe when travelling during the day. The survey also asked respondents what made them feel unsafe when they were travelling on public transport. The results showed that anti-social behaviour on public transport (43% a great deal or quite a lot), defaced/dirty public transport (29% a great deal or quite a lot) and damaged bus shelters (28% a great deal or quite a lot) were the things that most influenced how unsafe they felt on public transport.

⁷ Life in Lancashire residents' panel (wave 11) July 2004

6.4 Priorities for improving bus shelters

A number of changes were listed and respondents were asked to say how important each of the things were for improving bus shelters in their local area. The top mentioned improvements were timetable information (81% very important), better vandal proofing (64% very important), a quicker response to reports of damage or vandalism (59% very important) and better lighting (59% very important). Less important improvements were better access (34% very important), having CCTV (35% very important) and public information (41% very important).

Chart 6 - How important, if at all, are each of the following things for improving shelters in your local area?



Base: all respondents (495 to 1,094)

Timetable information was seen as an important improvement for all respondents as there were no significant differences between them and also across all the districts.

Better vandal proofing was important for all respondents although those living in Lancaster thought it was less important (52% very important) than three of the other districts (Burnley, Pendle and Preston). Women (64% very important) thought that a quicker response to reports of damage or vandalism was need compared to men (58% very important).

Respondents under the age of 60 (16-24 65% very important, 25-44 and 45-59 both 62% very important) felt that better lighting was more important for improving bus shelters than respondents aged 60 to 74 (50% very important). Again women felt that better lighting was a more important improvement (63% very important).

Those respondents with a disability (83% very important) and women (59% very important) were significantly more likely to say that better visibility was an important improvement.

There were more significant differences between the people who felt that seating was an important improvement. Those who saw it as more important were aged 16 to 24 (63% very important), weekly bus users and women (both 54% very important). Also respondents in West Lancashire (71% very important) felt better seating was an important improvement.

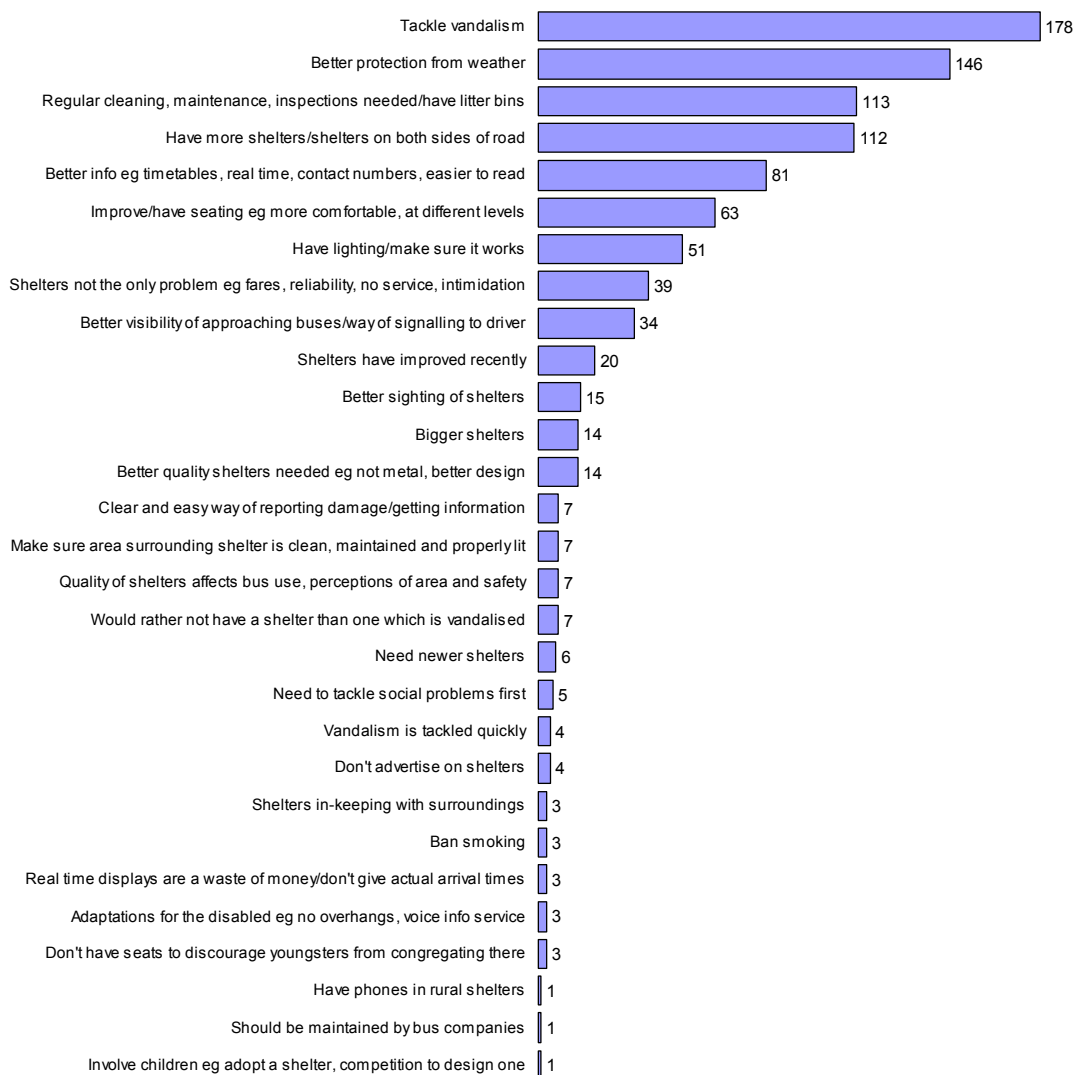
Women were also significantly more likely to think that having, public information, better access (both 76% very or fairly important) and CCTV (68% very or fairly important) was important.

Respondents were also asked if they had any other comments about bus shelters. The most mentioned things were to tackle vandalism (178 respondents), make sure they protect you from the weather for example by being enclosed (146 respondents), make sure they are cleaned and maintained regularly (113 respondents), and to have more shelters (112 respondents).

In previous research we have conducted⁸ the things that would most encourage people to use bus services more were cheaper fares, more frequent services, routes that go closer to their destination and more reliable services (although the quality of bus shelters was not included as an option in the question).

⁸ Life in Lancashire residents' panel (wave 2) October 2001

Chart 7 - Do you have other comments you would like to make about bus shelters and how they might be improved?



Base: all respondents making a comment (649)

There were some differences between how likely different people were to make certain comments. Regular cleaning, maintenance and inspections of bus shelters were of particular importance in Rossendale (47%). Better information was mentioned by almost a quarter of 16 to 24 year olds. Having working lighting was particularly important to 16 to 24 and 25 to 44 year olds (both 13%). Older people were more likely to want more shelters (27%).

The following are a selection of comments made by respondents for the top five comments.

"I think vandal proofing would help, but it would be better if we could find out the persons who are damaging the shelters and put an anti-social behaviour order on them or a heavy fine."

60-74 year old male from Burnley

"I think that, in general, bus shelters are well placed and kept in good condition. I don't think the windows should be made of glass and I think CCTV would just get vandalised. Timetables and other information are very important and the displays have made it easier to catch the right bus".

16-24 year old female from Preston

"Some bus shelters in the area are quite well designed with seating and light - but the glass is not vandal proof, I see so many shelters where the glass has been deliberately smashed. The bus shelter I use most in my village (Stubbies, opposite shops by railway bridge) is a disgrace, it is so unattractive and unwelcoming I prefer to stand outside in the rain, besides if you stand in the shelter you can't see the bus coming and they sometimes go past! I always feel the state of this shelter indicates a contempt for the people who use it on the part of those who provided it."

60-74 year old female from Rossendale

"Replace glass with polycarbonate panels to avoid the problem of panels being continually broken."

60-74 year old male

"Some bus shelters in Nelson area do not have covers to make you safe from cold air and wet weather. I think it would be better if all the bus shelters should build with covers at the top and to the sides."

16-24 year old male from Pendle

"The bus shelters we have at the moment do not provide any cover when the weather is bad. They should have more cover for people when they have to wait around for buses in winter time and the bad rainy weather. If the shelters had at least one side added to - then this would prevent the rain catching on waiting passengers."

45-59 year old female from Rossendale

"They should be windproof and waterproof - not with gaps between the windows and the frame so that driving rain can penetrate; also they should not be like "wind tunnels" open at both ends so that the wind whistles straight through."

25-44 year old male from West Lancashire

“Being in a rural parish the need use and of good quality bus shelters is very important. However the opportunity to acquire shelters is of low priority by those that supply them. As above, the shelters in our community were supplied by the parish council at great cost, because overtures for the supply were ignored. We are still in need of further shelters as for the use of an ageing population in the community.”

60-74 year old male

“I use the bus 5 days per week. My bus shelter was removed as it was dangerous as it might have collapsed. Wyre Borough Council say they have no funds to replace it till the next financial year, and even then only have £12,000. Bus shelters are a vital part of the attempt to encourage greater use of public transport and I think they deserve higher priority and much greater investment.”

16-24 year old male

“I think some of the new ones are very good however some of the old ones are filthy with graffiti all over them and no timetable information on. I think these ones should be improved.”

16-24 year old female from Chorley

“The Rossendale bus shelters in my area of Ballden in Rawtenstall are not cleaned by R.B.C. The one I use regularly has the plastic windows so dirty that we cannot see the bus coming and we have to stand in the rain to be sure that the driver sees us. There are other bus shelters in Rossendale which are even worse than ours and have never been painted for the past 10 years. They have a shabby appearance but the ones on Cherry Crescent are not a bad design.”

Over 75 year old female from Rossendale

“If shelters look scruffy makes town look scruffy and uncared for.”

25-44 year old female from Wyre

“It would be better if they were cleaned and looked after more and also if they all had up to date bus timetables with larger print so that older people are able to read them.”

45-59 year old female from Chorley

“It is better when they have the screens which tell you how long the next bus will be arriving at you bus stop, like on the number 33, and 22 in Preston.”

25-44 year old female from Preston

“By providing information when buses are missed out - half hour between buses means a VERY LONG wait if a bus does not turn up. I don't know HOW except that it should be possible in this day and age - perhaps a phone number displayed to ring if no bus).”

60-74 year old female from Pendle

7 Conclusions

Questionnaires were available to complete in paper format, online or through an in-street interview. In total 1,151 questionnaires were returned. The main findings are shown below.

- Most respondents are regular bus users (63% use the bus weekly, 18% use the bus monthly). Respondents who use the bus most frequently are under 25 or over 60, have a disability and are white.
- Most people thought that the quality of bus shelters was adequate (43%), a quarter thinking they are poor and 17% said they were good. Twice as many people thought they were poor compared to good or excellent.
- Respondents felt that vandalism was a problem (particularly in Burnley and Hyndburn), although most thought it was only a slight problem (38%). Again more people felt it was at least a fairly big problem rather than a slight problem or not a problem at all.
- Respondents thought that the quality of bus shelters makes a difference to whether people use the buses (73%), especially for men and those with a disability. The quality of bus shelters also strongly affected perceptions of:
 - the appearance of the local area (59% very big effect);
 - other, more vulnerable, peoples' sense of feeling safe (59% very big effect);
 - crime and anti-social behaviour (49% very big effect); and
 - how safe they feel (48% very big effect).
- In previous LiL research the things that:
 - prevented people from using public transport more were: the length of time needed to make the trip, infrequency and high cost (although the quality of bus shelters wasn't included as an option in the question)⁹; and
 - made people feel unsafe when travelling on public transport were: anti-social behaviour on public transport, defaced/dirty public transport and damaged bus shelters¹⁰.
- The top mentioned improvements for bus shelters were timetable information (81% very important), better vandal proofing (64% very important), a quicker response to reports of damage or vandalism (59% very important) and better lighting (59% very important). Women tended to think that these improvements were more important than men.

⁹ Life in Lancashire residents' panel (wave 2) October 2001

¹⁰ Life in Lancashire residents' panel (wave 11) July 2004

- Other comments respondents made about improving bus shelters were to tackle vandalism, make sure they protect you from the weather for example by being enclosed, make sure they are cleaned and maintained regularly and to have more shelters.

8 Recommendations

The results show that the public think there is room for improvement in the standard and quality of bus shelters. The recommendations from the research are outlined below.

- Make sure there is adequate timetable information in all bus shelters. Improvements suggested in the comments question included having electronic timetable information or real-time displays, making sure they are easy to read – possibly by being lit at night, and having contact numbers for bus information.
- Make sure that reports of damage or vandalism are dealt with quickly and look at ways of tackling vandalism to bus shelters – particularly in Burnley and Hyndburn. Suggestions respondents made included installing vandal proof glass or Perspex instead of standard glass, prosecuting those who commit the offences and installing CCTV.
- Make sure bus shelters are regularly cleaned and maintained to improve perceptions of the standard and quality of bus shelters.
- Look into the design of bus shelters making sure that they provide adequate shelter from the weather, have lighting, ensure visibility for waiting passenger for oncoming buses and have comfortable seating.
- Many respondents felt the need for more bus shelters to be installed and for them to be replaced quickly when they have to be removed. So the availability of funding for more shelters should be investigated.
- A more complete picture into the perceptions of bus shelters and their impact on bus use and feelings of safety will be gained from surveying non-users (for example by using the Life in Lancashire panel).

9 Appendices

9.1 Appendix 1: marked up questionnaire

All values are given in percentages

Base: all respondents (1,151) unless otherwise stated

Q1	How often do you use the bus?	
	Weekly	63%
	Monthly	18%
	Yearly	13%
	Never	6%

Q2	Do you think that the quality and standard (including state of repair) of bus shelters makes a difference to whether people use buses?	
	Yes	73%
	No	27%

Q3	How do you rate the quality and standard of bus shelters in your local area?	
	Excellent	3%
	Good	17%
	Adequate	43%
	Poor	26%
	Very poor	12%

Q4	How much of a problem, if at all, is vandalism to bus shelters in your local area?	
	A very big problem	18%
	A fairly big problem	33%
	A slight problem	38%
	Not a problem at all	8%
	Don't know/unsure	4%

Q5	How important, if at all, are each of the following things for improving bus shelters in your local area?					
		Very important	Fairly important	Not very important	Not at all important	Don't know
	Having CCTV	35%	29%	22%	11%	4%
	Better lighting	59%	32%	6%	2%	1%
	Better seating	49%	34%	13%	3%	1%
	Timetable information	81%	15%	3%	1%	0%
	Public information	41%	31%	19%	8%	1%
	Better access	34%	38%	19%	7%	3%
	Better vandal proofing	64%	23%	10%	2%	2%
	A quicker response to reports of damage or vandalism	59%	26%	8%	2%	6%
	Better visibility ¹¹	54%	24%	15%	5%	1%

¹¹ Base: all respondents filling in an online questionnaire (495)

Q6	What effect, if at all, do you think the quality and standard of bus shelters has on each of the following things?					
		A very big effect	A fairly big effect	Not very much of an effect	No effect at all	Don't know/ unsure
	Your bus use	25%	29%	27%	17%	1%
	Bus use by other people	26%	42%	18%	6%	7%
	The appearance of your local area	59%	31%	9%	1%	0%
	Crime and anti-social behaviour	49%	29%	15%	3%	2%
	How safe you feel	48%	30%	17%	4%	1%
	Other, more vulnerable, peoples' sense of feeling safe	59%	27%	8%	1%	4%

Q7	Do you have any other comments you would like to make about bus shelters and how they might be improved?	Count
	Tackle vandalism	178
	Better protection from weather	146
	Regular cleaning, maintenance, inspections needed/have litter bins	113
	Have more shelters/shelters on both sides of road	112
	Better info eg timetables, real time, contact numbers, easier to read	81
	Improve/have seating eg more comfortable, at different levels	63
	Have lighting/make sure it works	51
	Shelters not the only problem eg fares, reliability, no service, intimidation	39
	Better visibility of approaching buses/way of signalling to driver	34
	Shelters have improved recently	20
	Better sighting of shelters	15
	Bigger shelters	14
	Better quality shelters needed eg not metal, better design	14
	Clear and easy way of reporting damage/getting information	7
	Make sure area surrounding shelter is clean, maintained and properly lit	7
	Quality of shelters affects bus use, perceptions of area and safety	7
	Would rather not have a shelter than one which is vandalised	7
	Need newer shelters	6
	Need to tackle social problems first	5
	Vandalism is tackled quickly	4
	Don't advertise on shelters	4
	Shelters in-keeping with surroundings	3
	Ban smoking	3
	Real time displays are a waste of money/don't give actual arrival times	3
	Adaptations for the disabled eg no overhangs, voice info service	3
	Don't have seats to discourage youngsters from congregating there	3
	Have phones in rural shelters	1
	Should be maintained by bus companies	1
	Involve children eg adopt a shelter, competition to design one	1

Base: all respondents making a comment (649)

Q8	Age	
	16-24	12%
	25-44	33%
	45-59	27%
	60-74	21%
	75+	7%

Q9	Gender	
	Male	35%
	Female	65%

Q10	Ethnicity	
	White	96%
	Black	1%
	Asian	2%
	Mixed	1%
	Chinese	0%
	Other	1%

Q8	Disability	
	Yes	11%
	No	89%

Q11	Which district in Lancashire do you live in?	
	Burnley	7%
	Chorley	5%
	Fylde	9%
	Hyndburn	7%
	Lancaster	9%
	Pendle	2%
	Preston	20%
	Ribble Valley	2%
	Rossendale	7%
	South Ribble	18%
	West Lancashire	9%
	Wyre	3%
	Live outside Lancashire	1%

9.2 Appendix 2: Bus shelters questionnaire

Bus shelters questionnaire



The Council is concerned that sub-standard, dirty, damaged, or vandalised shelters in some areas of Lancashire may be putting people off using the bus and adding to a sense of crime. We want to know how we can **make it better**.

That means we are interested in **your views** so we can provide you with a safe, effective service and a high quality environment.

We'd like to hear what **you** think of bus shelters in Lancashire, whether they matter and why.

Please help us to help you by filling in this questionnaire.

ARE YOU A BUS USER?

1 How often do you use the bus?

PLEASE TICK ONE BOX

- Weekly
- Monthly
- Yearly
- Never

STANDARD AND QUALITY

2 Do you think that the quality and standard (including state of repair) of bus shelters makes a difference to whether people use buses?

PLEASE DELETE AS APPROPRIATE

YES / NO

3 How do you rate the quality and standard of bus shelters in your local area?

PLEASE TICK ONE BOX

- Excellent
- Good
- Adequate
- Poor
- Very poor

4 How much of a problem, if at all, is vandalism to bus shelters in your local area?
PLEASE TICK ONE BOX

A very big problem	<input type="checkbox"/>
A fairly big problem	<input type="checkbox"/>
A slight problem	<input type="checkbox"/>
Not a problem at all	<input type="checkbox"/>
Don't know/unsure	<input type="checkbox"/>

5 How important, if at all, are each of the following things for improving bus shelters in your local area?
PLEASE TICK ONE BOX FOR EACH

	Very important	Fairly important	Not very important	Not at all important	Don't know
Having CCTV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timetable information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better vandal proofing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A quicker response to reports of damage or vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EFFECTS OF STANDARD AND QUALITY

6 What effect, if at all, do you think the quality and standard of bus shelters has on each of the following things?
PLEASE TICK ONE BOX FOR EACH

	A very big effect	A fairly big effect	Not very much of an effect	No effect at all	Don't know /unsure
Your bus use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus use by other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The appearance of your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime and anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How safe you feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, more vulnerable, peoples' sense of feeling safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

GENERAL

7 Do you have other comments you would like to make about bus shelters and how they might be improved?
PLEASE WRITE IN THE BOX BELOW

ABOUT YOU

8 PLEASE TICK ONE BOX FOR EACH CATEGORY

Age	16-24	25-44	45-59	60-74	75+
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Gender	Male	Female
	<input type="checkbox"/>	<input type="checkbox"/>

Ethnicity	White	Black	Asian	Mixed	Chinese	Other
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Disability	YES/NO
	PLEASE DELETE AS APPROPRIATE
If YES, please specify	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>

Which District in Lancashire do you live in?	<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
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Thank you for taking the time to complete this questionnaire. If you would like to know what recommendations are made following this review, please supply your email or postal address here and we shall inform you when the final report has been published and is available.

Name

Postal address

Email address

**Please return your completed questionnaire to Claire.Evans@css.lancscc.gov.uk or
Claire Evans, Principal Officer, Overview and Scrutiny, County Secretary and
Solicitor's Group, Office of the Chief Executive, PO Box 78, County Hall, Preston
PR1 8XJ.**

Thank you for your time.