

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
- A fairly big problem
- A slight problem
- Not a problem at all
- Don't know/unsure

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

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

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

| | | | | | | |
|-----------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | White | Black | Asian | Mixed | Chinese | Other |
| Ethnicity | <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: 60px;"></div> |

Which District in Lancashire do you live in?

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.