

## Satisfaction with services

### The local tip/household waste recycling centre

The county council provides facilities around the county where you can recycle your rubbish. Examples include the household waste recycling centres on Grosvenor Street in Burnley, Saltayre in Lancaster and Tom Benson Way in Preston.

**12** Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service, which we provide. (Please only answer this question if you have used a local tip or household waste recycling centre in the last 12 months.) PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/don't know
The location of the site	53%	34%	4%	2%	1%	5%
The opening hours of the site	58%	30%	3%	1%	1%	7%
The recycling facilities at the site	59%	31%	2%	1%	1%	6%
How clean the site is	57%	32%	3%	1%	1%	6%
How helpful the staff are	58%	26%	5%	3%	1%	7%
How "user-friendly" the site is (the ability to deposit your waste easily)	47%	37%	6%	3%	1%	6%
The local tip/household waste recycling centre overall	55%	39%	4%	1%	1%	0%

### Public transport information

The county council has responsibility for providing information about local public transport services in the form of timetables, the internet, bus stop displays and Traveline. The council also provides an SMS text-messaging service about bus times from individual bus stops.

**13** Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide. PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/don't know
The amount of information	10%	35%	12%	6%	1%	35%
The accuracy of the information	9%	34%	14%	5%	1%	37%
The provision of public transport information overall	13%	47%	24%	12%	4%	0%

**14****Have you received or seen any of the information provided on local transport services, in the last 12 months?**

PLEASE TICK ONE BOX ONLY

Yes	43%
No	46%
Don't know	11%

## The local bus service

The county council has responsibility for providing socially necessary local bus services such as rural, evening, weekend and school bus services. The council also provides a network of community transport services such as dial-a-ride and community car schemes.

**15**

**Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service. (Please answer this question whether you use the bus or not.)** PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/don't know
The frequency of buses	17%	32%	6%	8%	4%	34%
The number of bus stops	21%	37%	6%	3%	1%	32%
The state of the bus stops	9%	34%	11%	12%	4%	31%
Whether buses arrive on time	8%	33%	11%	7%	4%	37%
How easy buses are to get on and off	23%	33%	6%	3%	1%	33%
The local bus service overall	19%	48%	19%	9%	5%	0%

**16****How frequently, if at all, do you use the local bus service?**

PLEASE TICK ONE BOX ONLY

Almost every day	10%
At least once a week	18%
About once a month	13%
Within the last 6 months	13%
Within the last year	8%
Longer ago	15%
Never used	23%
Don't know	1%