



**GlasGo: Lets hear about
your travel needs and wants**



2295

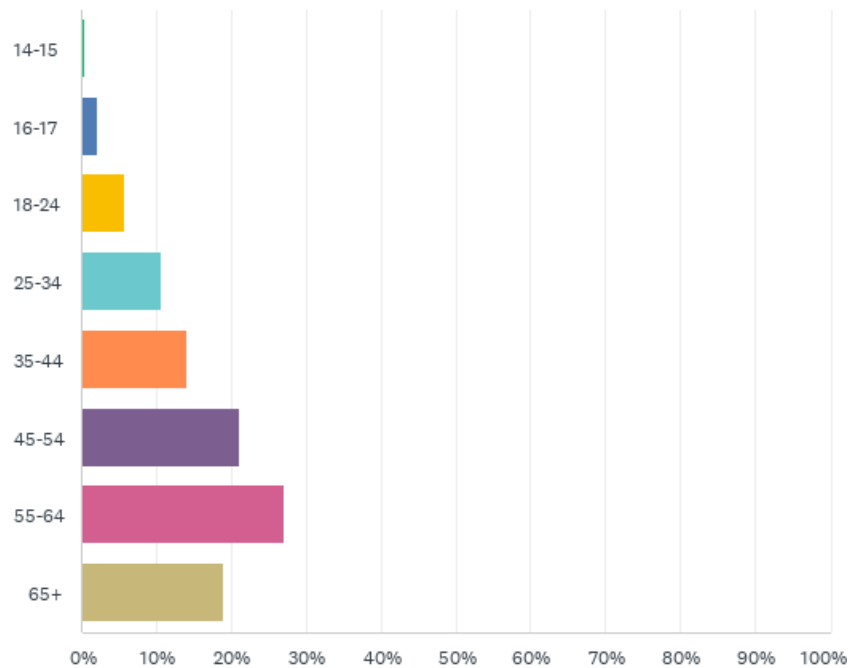
Total Responses

Date Created: Wednesday, September 22, 2021

Complete Responses: 2295

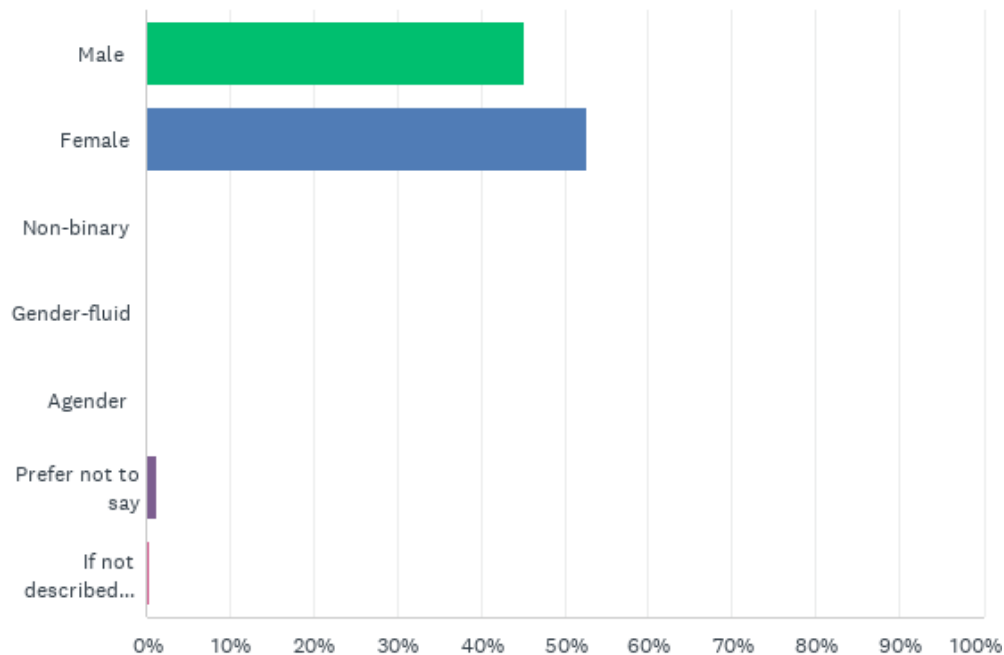
Q1: Please state your age group.

Answered: 2,295 Skipped: 0



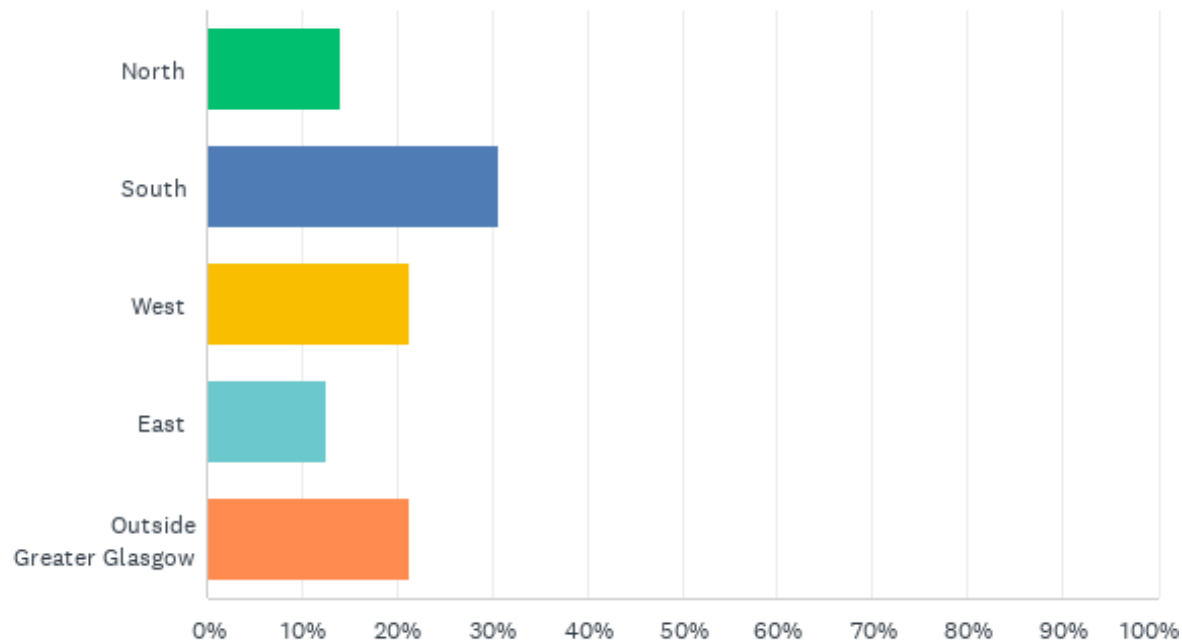
Q2: How would you describe your gender?

Answered: 2,295 Skipped: 0



Q3: From which area do you typically travel to Glasgow City Centre?

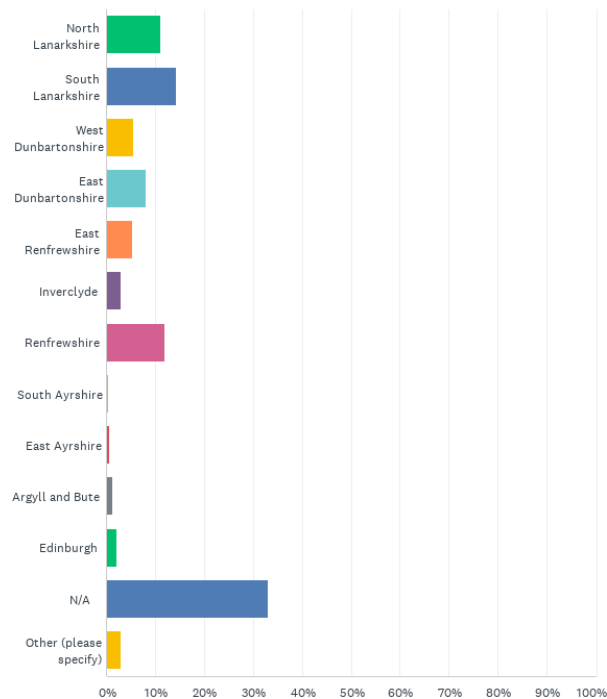
Answered: 2,295 Skipped: 0



Q4: If travelling from outside of Glasgow, from which area do you usually travel from?

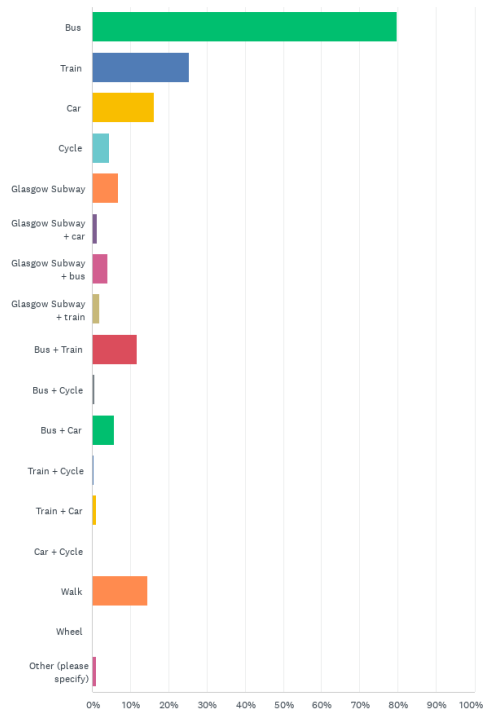


Answered: 1,910 Skipped: 385



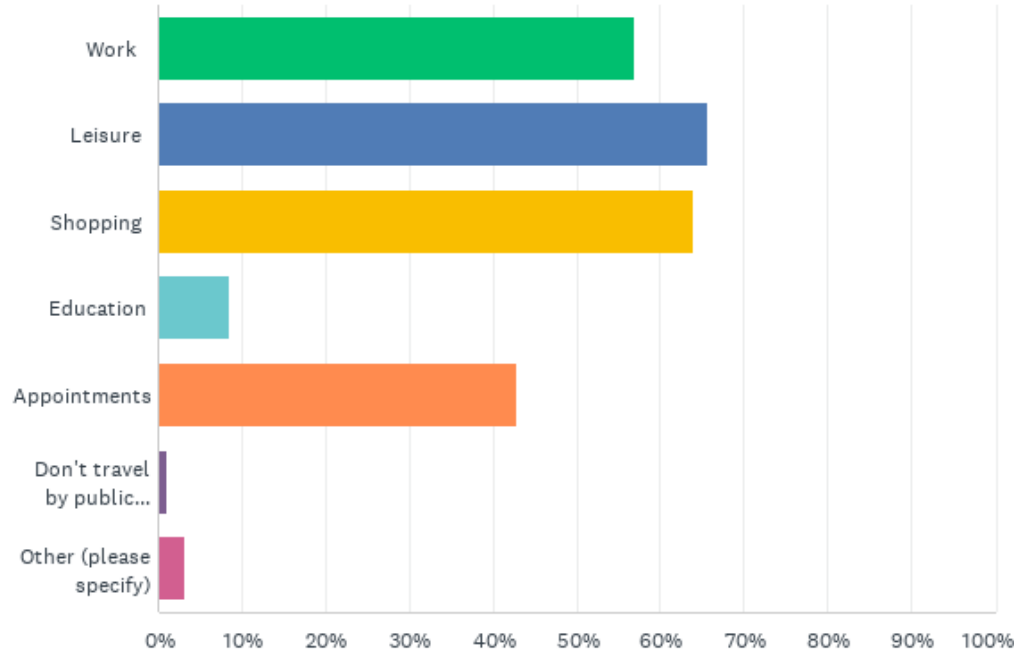
Q5: What mode of transport do you typically use to travel?

Answered: 2,295 Skipped: 0



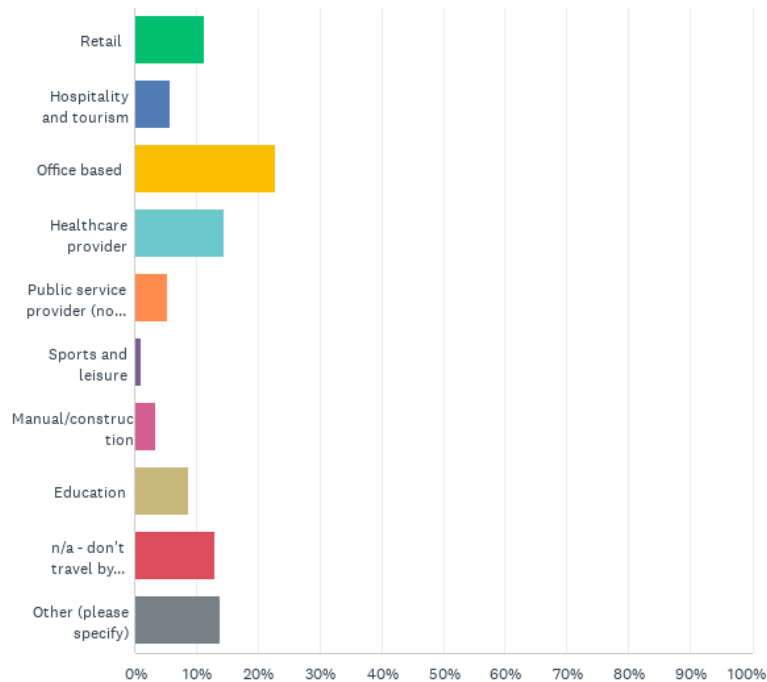
Q6: For what reason do you normally travel by public transport? (tick as many as appropriate)

Answered: 2,292 Skipped: 3



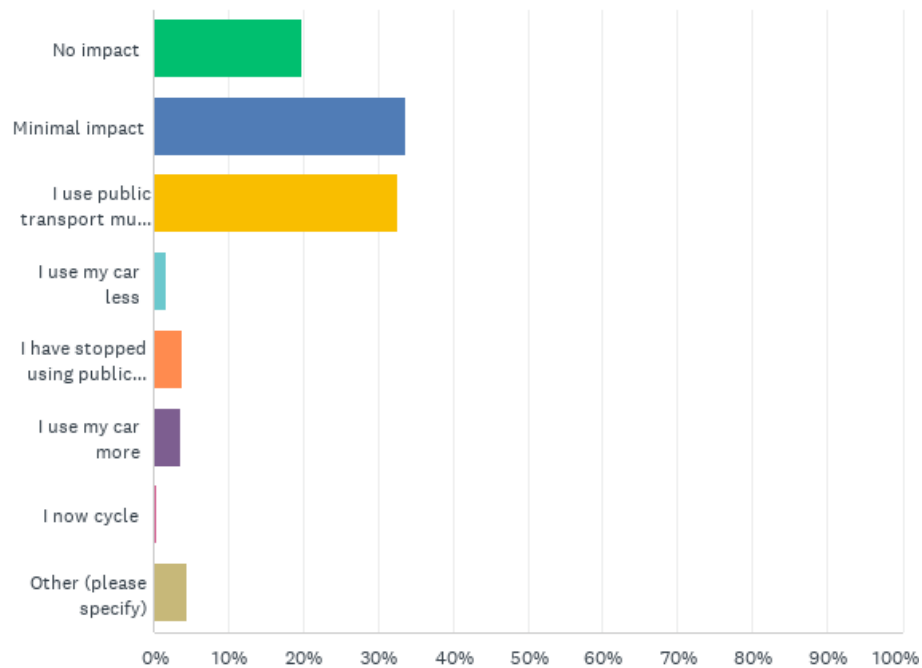
Q7: If travelling for work, what is your area of employment?

Answered: 1,767 Skipped: 528



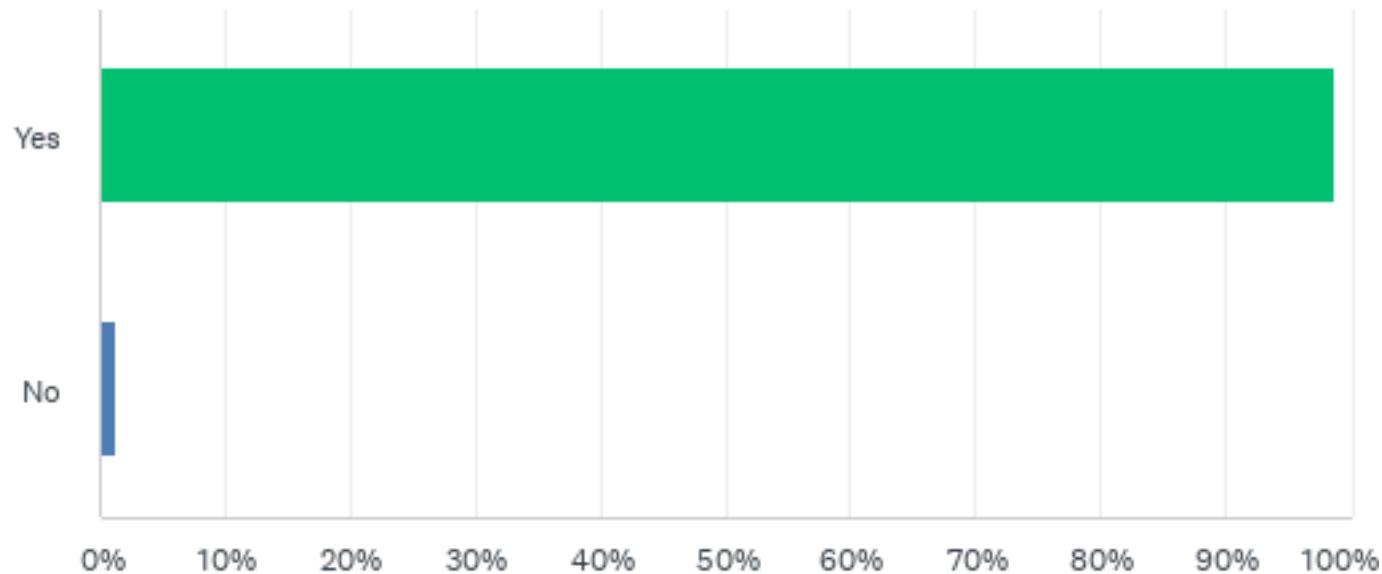
Q8: How has Covid-19/restrictions impacted your travel habits?

Answered: 2,273 Skipped: 22



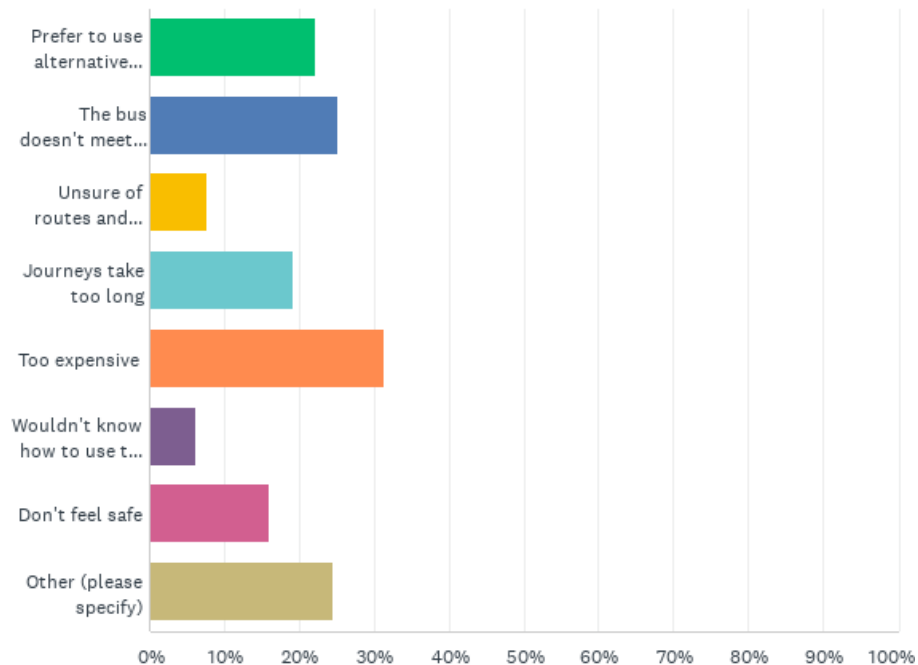
Q9: Have you travelled by bus in the last five years?

Answered: 2,288 Skipped: 7



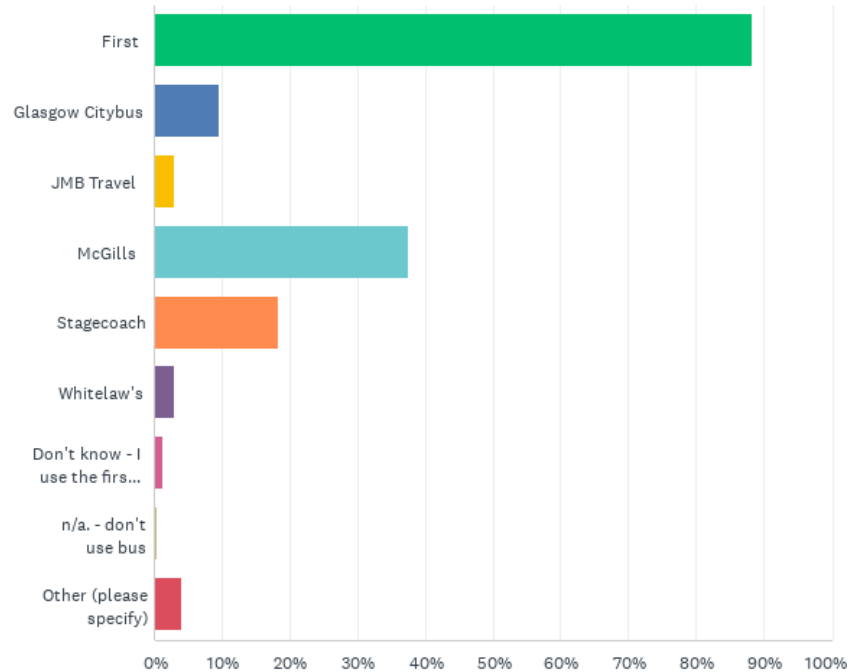
Q10: If answered no, please tell us why you haven't travelled by bus (tick as many as appropriate)

Answered: 131 Skipped: 2,164



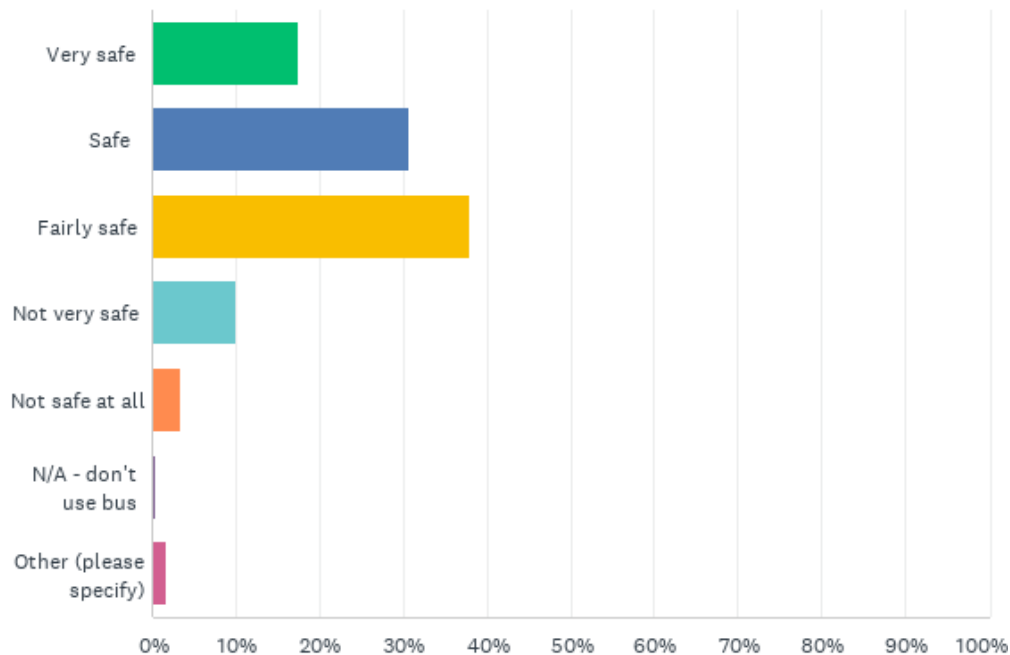
Q11: If you travel by bus, which companies do you travel with? (choose multiple if necessary)

Answered: 2,289 Skipped: 6



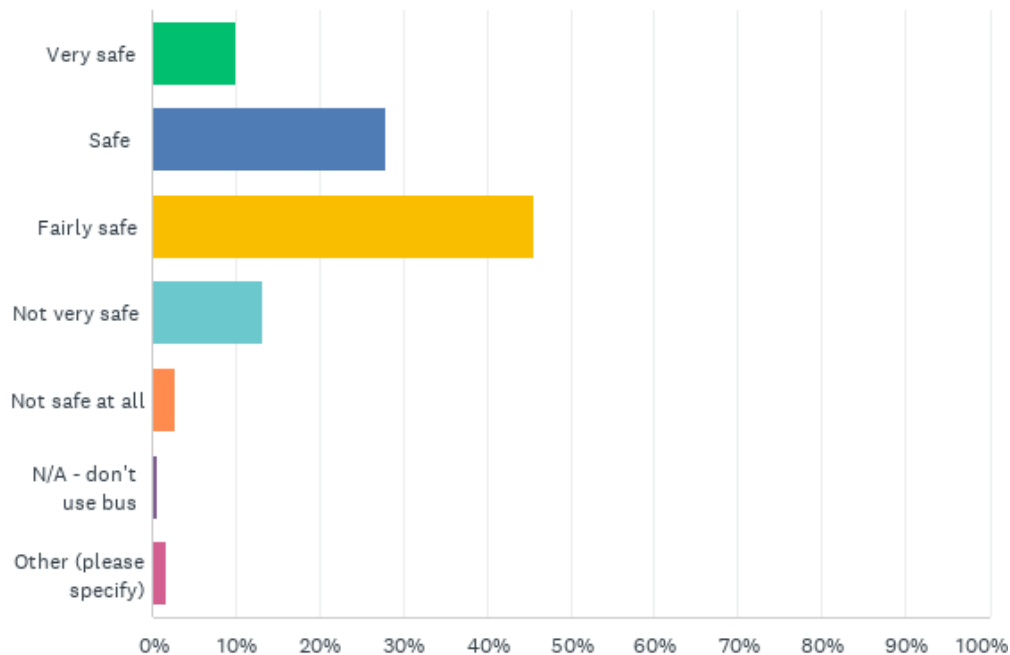
Q12: If a bus user, how safe do you feel travelling on bus?

Answered: 2,275 Skipped: 20



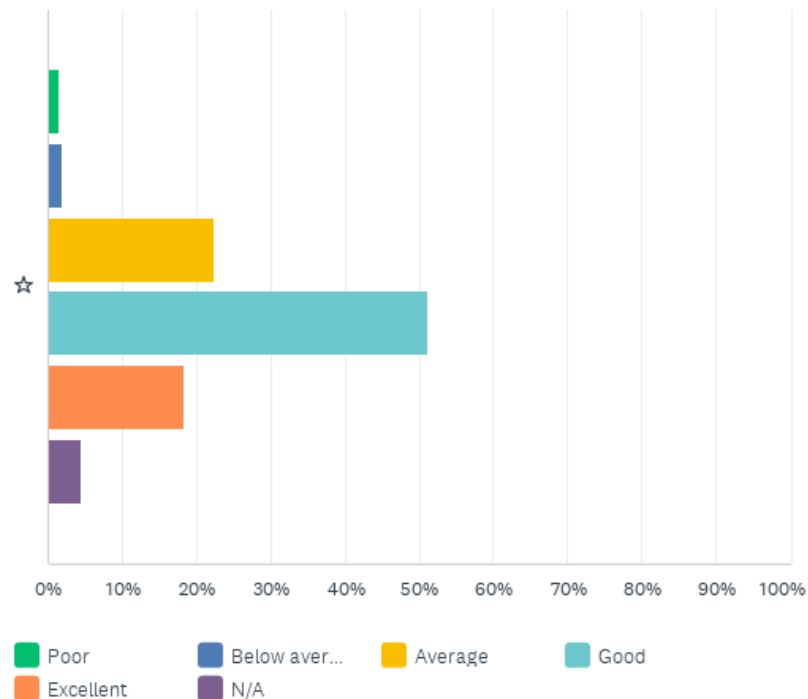
Q13: If a bus user, how safe do you feel at bus stops?

Answered: 2,279 Skipped: 16



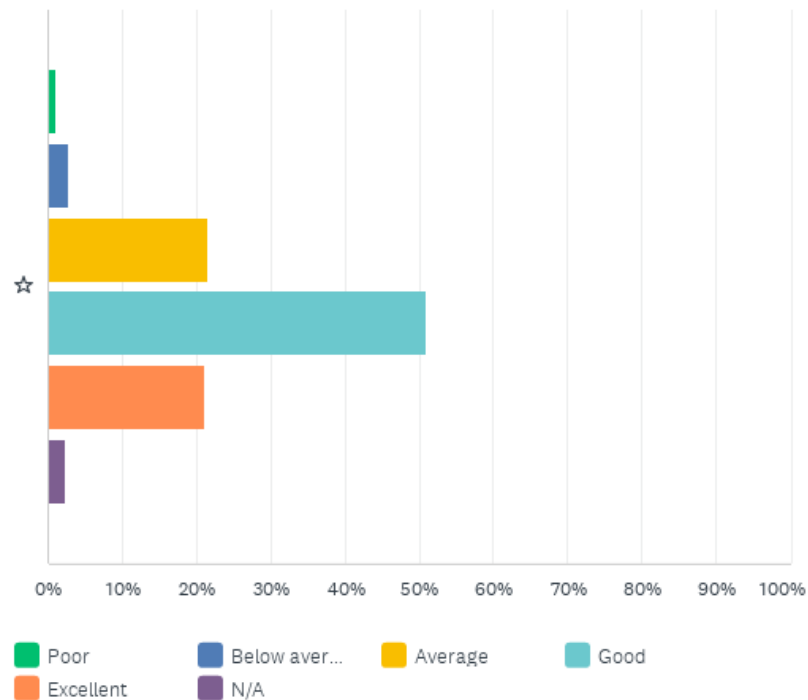
Q14: If you are a bus user, how would you rate your driver's overall appearance?

Answered: 2,275 Skipped: 20



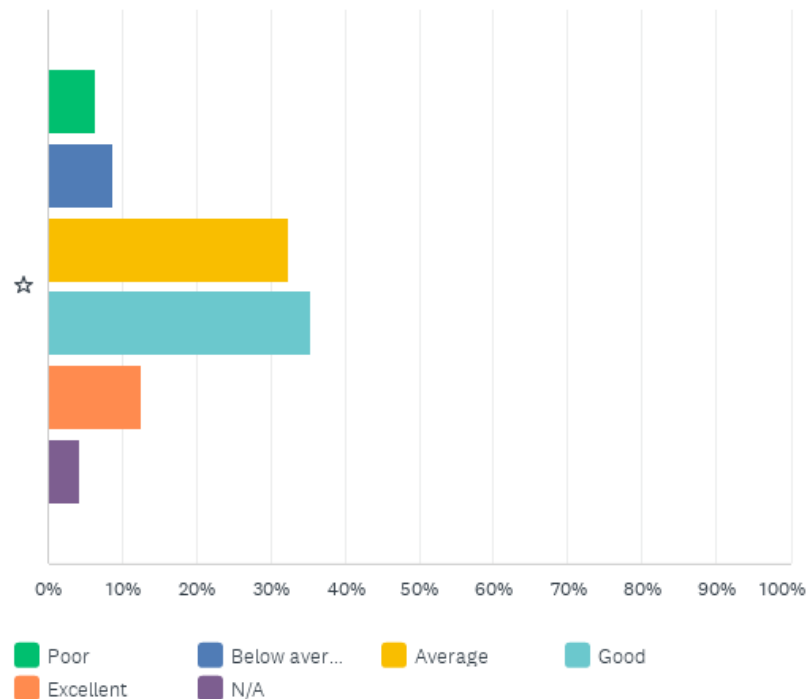
Q15: If you are a bus user, how would rate your driver's driving?

Answered: 2,266 Skipped: 29



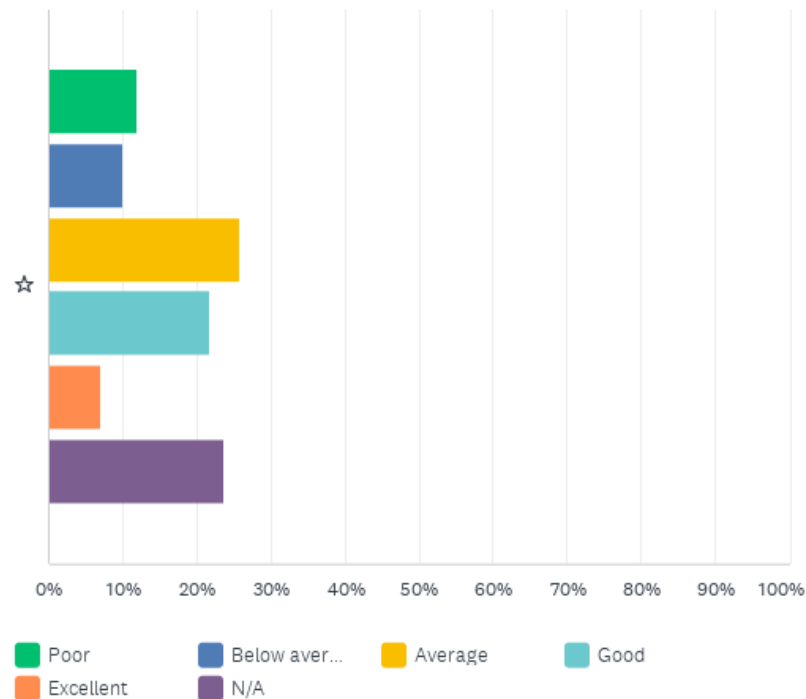
Q16: If you are a bus user, how would you rate the customer service on board the bus?

Answered: 2,269 Skipped: 26



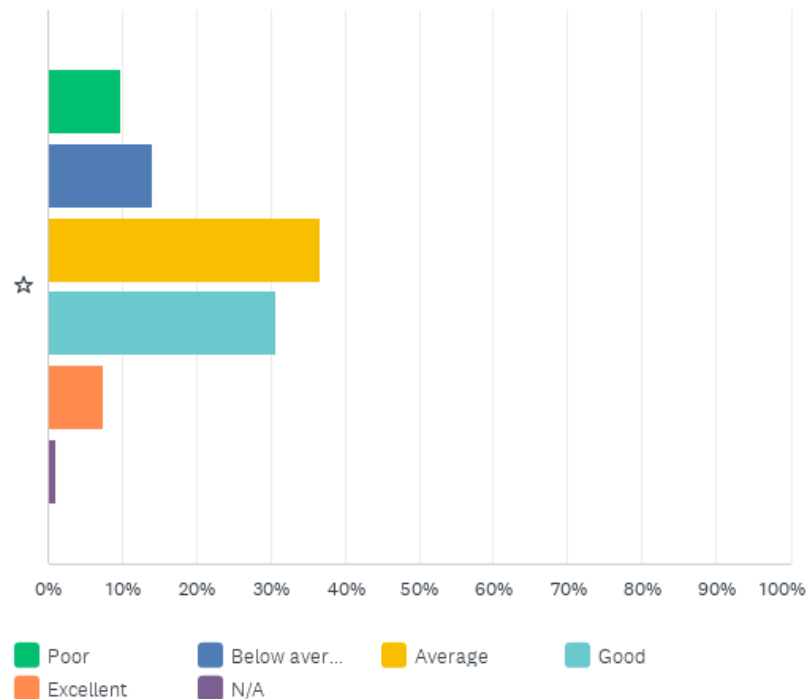
Q17: If you are a bus user, how would rate the customer service off bus (phone/email/social)?

Answered: 2,264 Skipped: 31



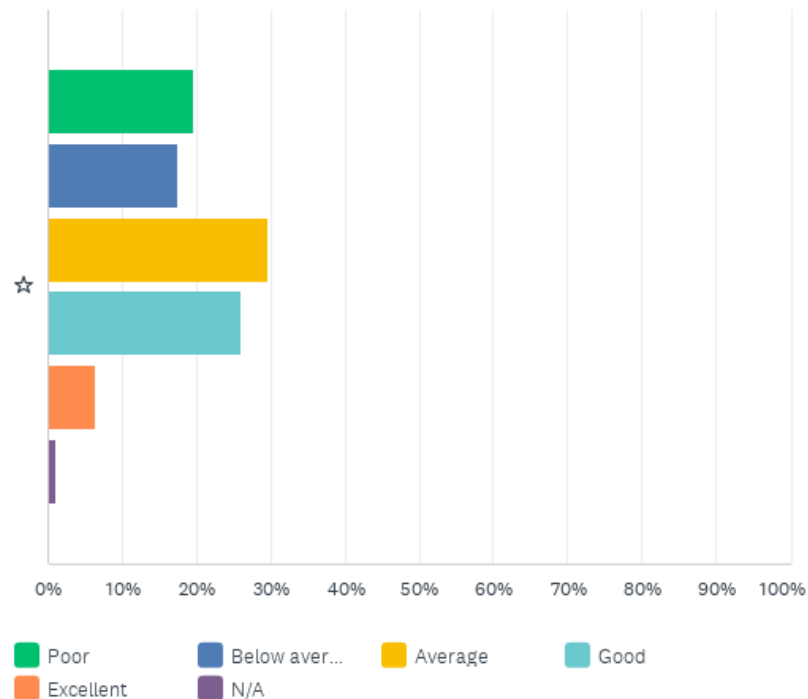
Q18: If you are a bus user, how would you rate the cleanliness of bus?

Answered: 2,277 Skipped: 18



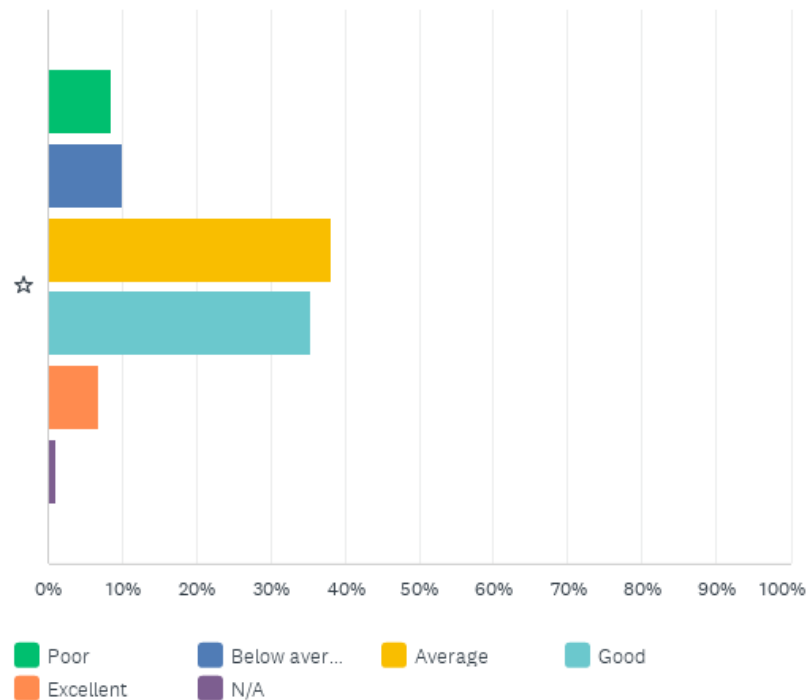
Q19: If you are a bus user, how would rate the reliability of bus?

Answered: 2,275 Skipped: 20



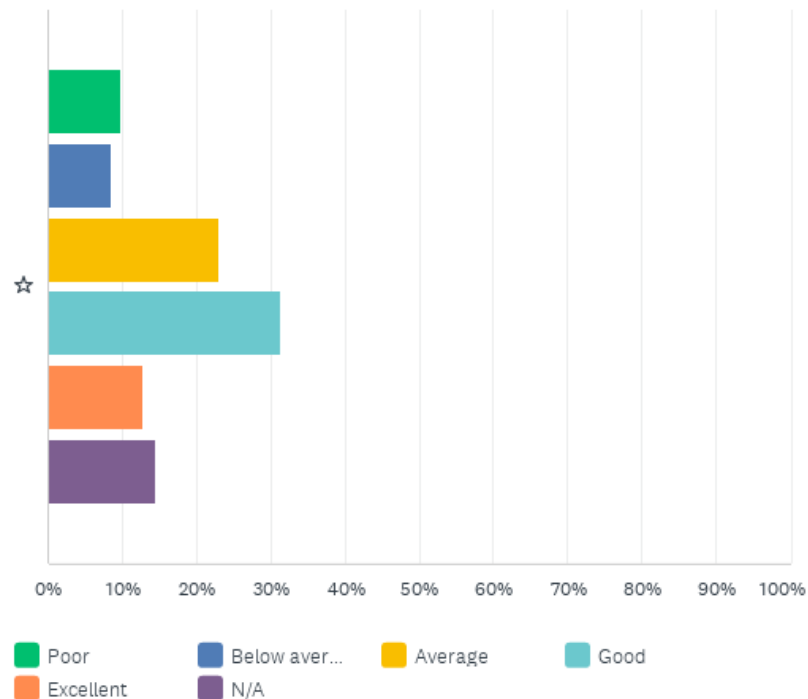
Q20: If you are a bus user, how would rate the length of time your journey takes?

Answered: 2,274 Skipped: 21



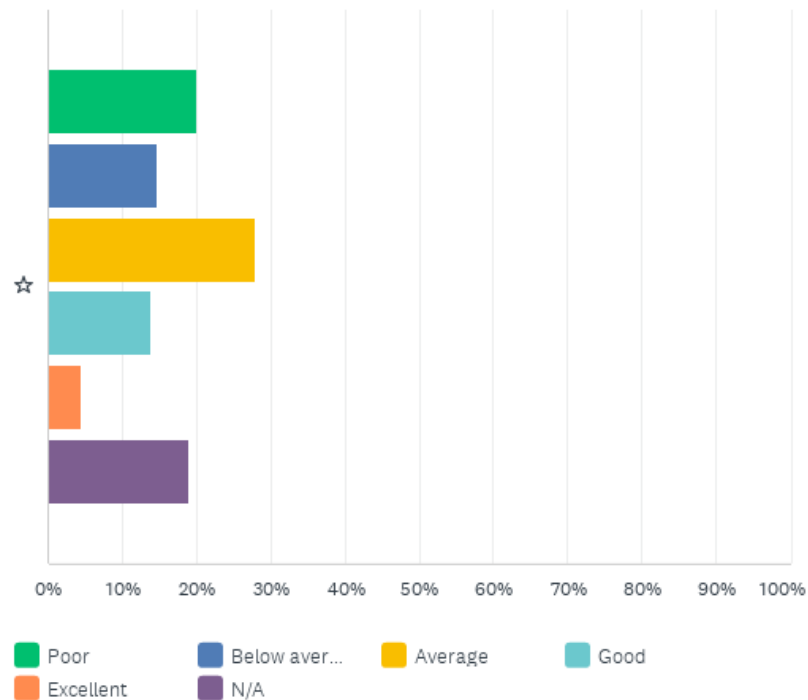
Q21: If you are a bus user, how would rate the ticket options?

Answered: 2,273 Skipped: 22



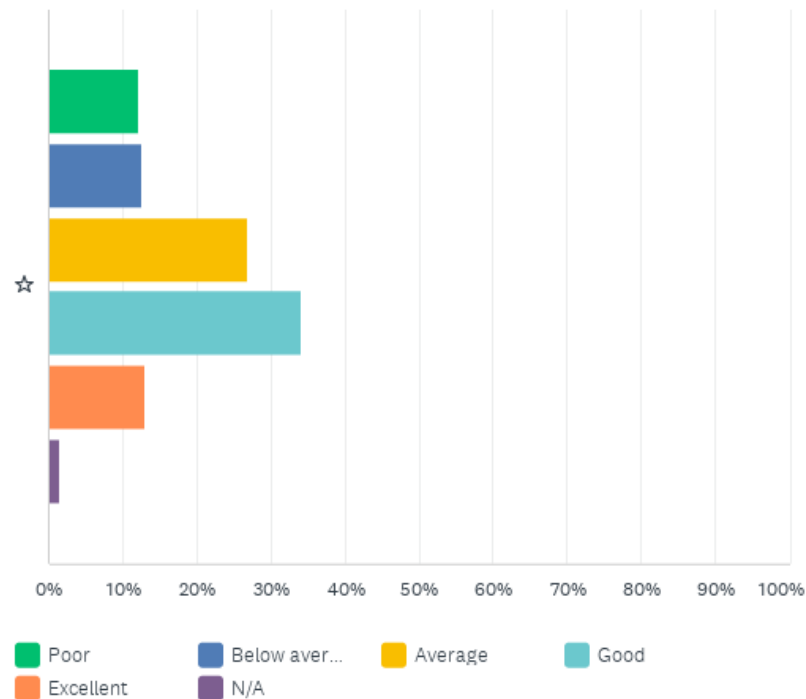
Q22: If you are a bus user, how would rate the ticket prices?

Answered: 2,271 Skipped: 24



Q23: If you are a bus user, how would rate access to bus times and info?

Answered: 2,277 Skipped: 18



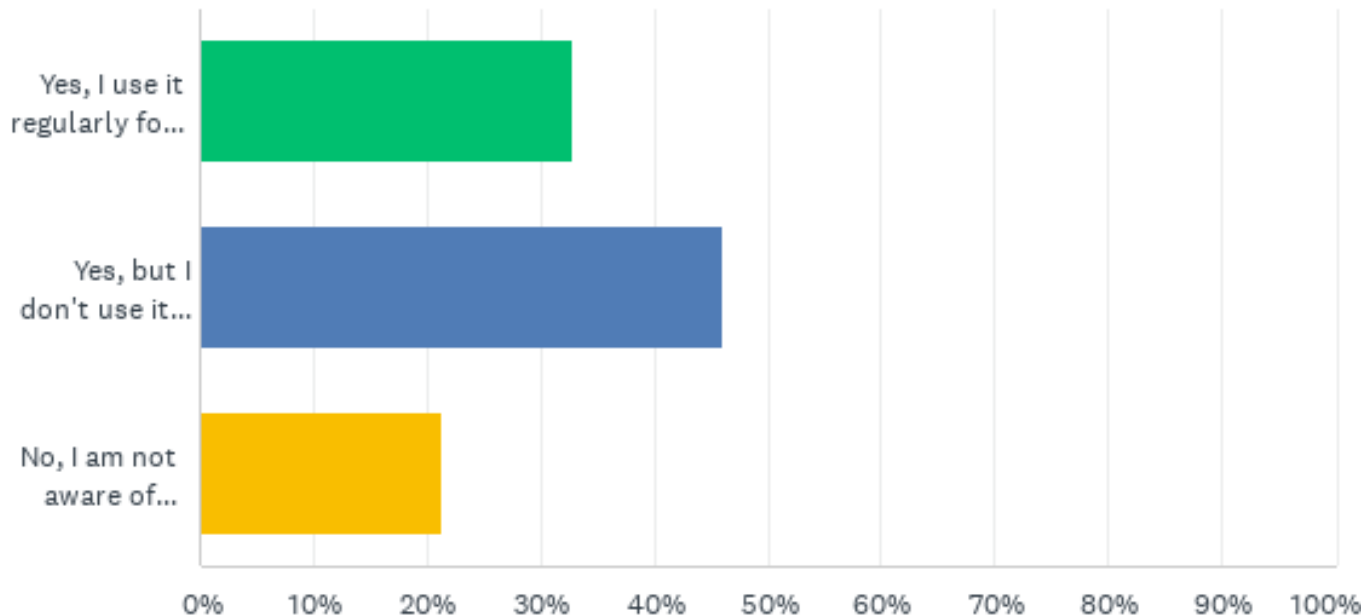
Q24: Please rate your overall bus stop satisfaction?

Answered: 2,285 Skipped: 10

	VERY SATISFIED	SATISFIED	OK	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL RESPONDENTS
The distance to and from travel location	14.57% 332	35.63% 812	38.57% 879	6.85% 156	4.43% 101	1.05% 24	2,279
The accessibility of the stop	18.89% 426	37.34% 842	36.32% 819	3.95% 89	2.26% 51	1.73% 39	2,255
Up to date information	7.46% 169	25.00% 566	35.42% 802	20.23% 458	10.34% 234	2.30% 52	2,264
Live bus times	10.65% 240	23.12% 521	29.83% 672	18.38% 414	12.38% 279	6.57% 148	2,253
General maintenance	7.06% 160	30.66% 695	45.92% 1,041	9.97% 226	4.54% 103	2.60% 59	2,267

Q25: Are you familiar with Traveline Scotland, the national source of public transport info (bus, train, coach and ferry)?

Answered: 2,288 Skipped: 7



Q26: If you are a bus user, how would you rate the helpfulness of the bus company's customer service channels?

Answered: 2,107 Skipped: 188

	EXTREMELY HELPFUL	VERY HELPFUL	SOMEWHAT HELPFUL	SLIGHTLY HELPFUL	NOT AT ALL HELPFUL	NOT AVAILABLE	TOTAL RESPONDENTS
Customer service hotline	4.62% 93	15.01% 302	28.43% 572	14.36% 289	13.42% 270	25.10% 505	2,012
Face to face hubs	3.79% 74	11.33% 221	15.95% 311	6.10% 119	5.28% 103	58.31% 1,137	1,950
Email	5.71% 114	13.63% 272	23.65% 472	13.23% 264	15.13% 302	29.66% 592	1,996
Letter	2.96% 55	5.39% 100	12.24% 227	7.71% 143	11.75% 218	60.43% 1,121	1,855
Facebook	3.55% 67	8.42% 159	15.36% 290	9.32% 176	11.97% 226	51.85% 979	1,888
Twitter	3.44% 65	7.62% 144	14.28% 270	9.10% 172	10.52% 199	55.53% 1,050	1,891

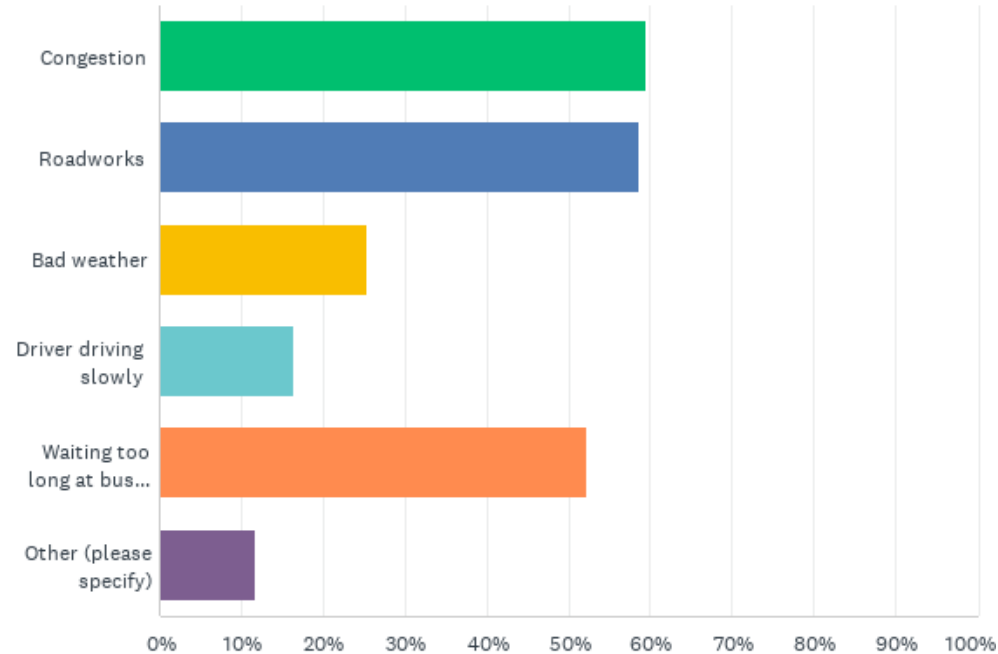
Q27: What customer services operating times would you expect from bus companies?

Answered: 2,094 Skipped: 201

	CUSTOMER SERVICE HOTLINE	FACE TO FACE HUBS	EMAIL	FACEBOOK	TWITTER	TOTAL RESPONDENTS
Mon - Fri 0900 - 1700	75.39% 1,124	48.29% 720	50.64% 755	35.08% 523	32.33% 482	1,491
Mon - Sat 0900 - 1700	73.49% 1,070	41.28% 601	48.21% 702	33.72% 491	31.39% 457	1,456
Daily 0900-1700	74.50% 1,049	39.91% 562	50.07% 705	34.87% 491	33.52% 472	1,408
Mon - Fri 0800 -2000	73.15% 940	29.57% 380	47.70% 613	36.19% 465	34.47% 443	1,285
Mon - Sat 0800 - 2000	71.11% 938	28.35% 374	47.92% 632	35.71% 471	33.74% 445	1,319
Daily 0800 - 2000	71.17% 990	30.48% 424	47.16% 656	36.52% 508	35.08% 488	1,391
Daily 0600 - 2100	69.12% 855	24.09% 298	46.65% 577	36.14% 447	35.33% 437	1,237
Daily 0700 - 2200	69.56% 921	24.77% 328	45.17% 598	37.54% 497	36.56% 484	1,324
Daily 24 hrs	64.76% 906	15.87% 222	46.32% 648	37.81% 529	37.10% 519	1,399

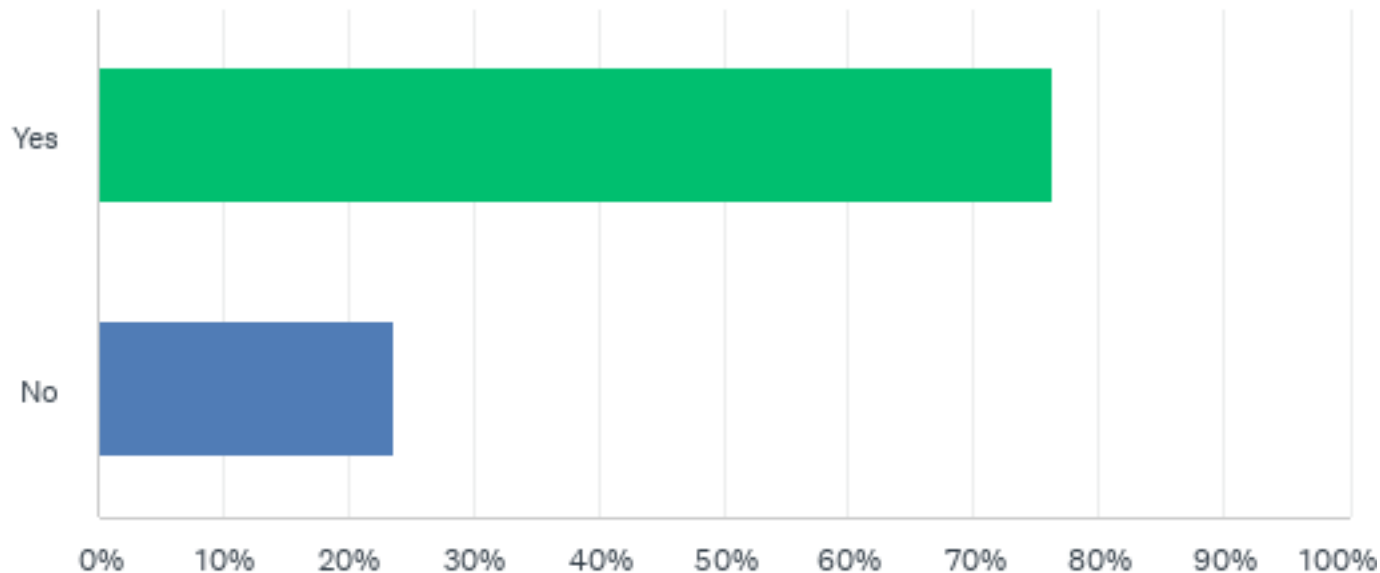
Q28: If you travel by bus what factors normally effect your journey time?

Answered: 2,215 Skipped: 80



Q29: Did you know that from 31 January 2022, those under 22 living in Scotland are eligible for free bus travel?

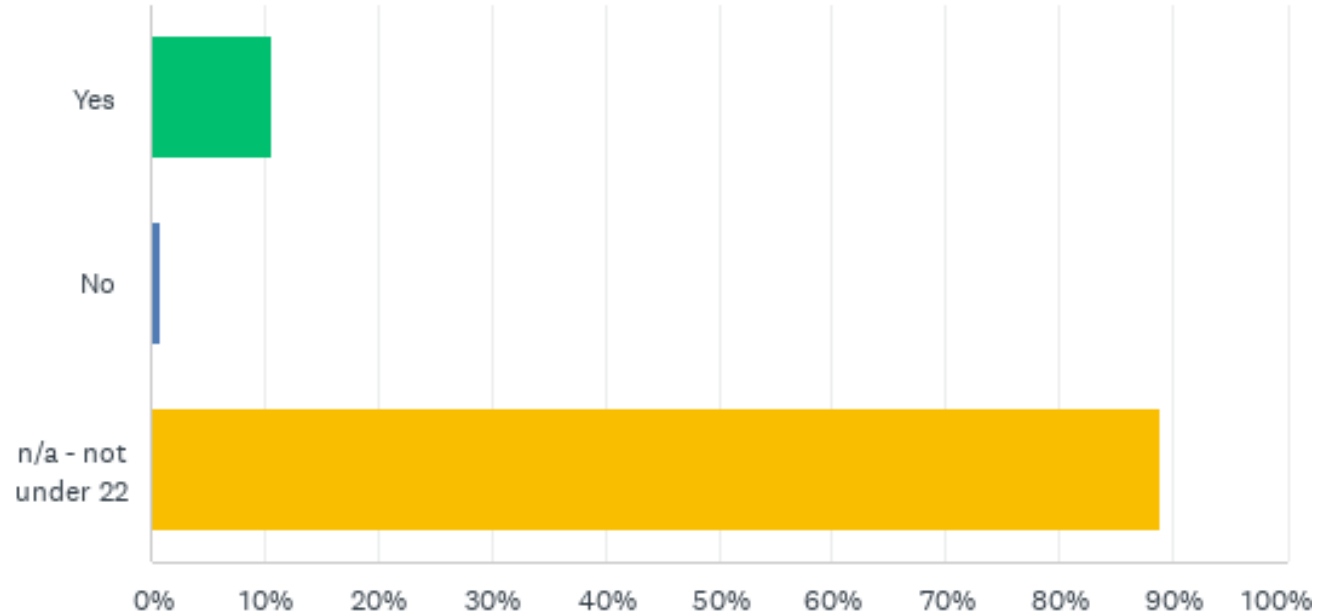
Answered: 2,267 Skipped: 28



Q30: If you are under 22 years old would you use the bus more if you could travel for free?

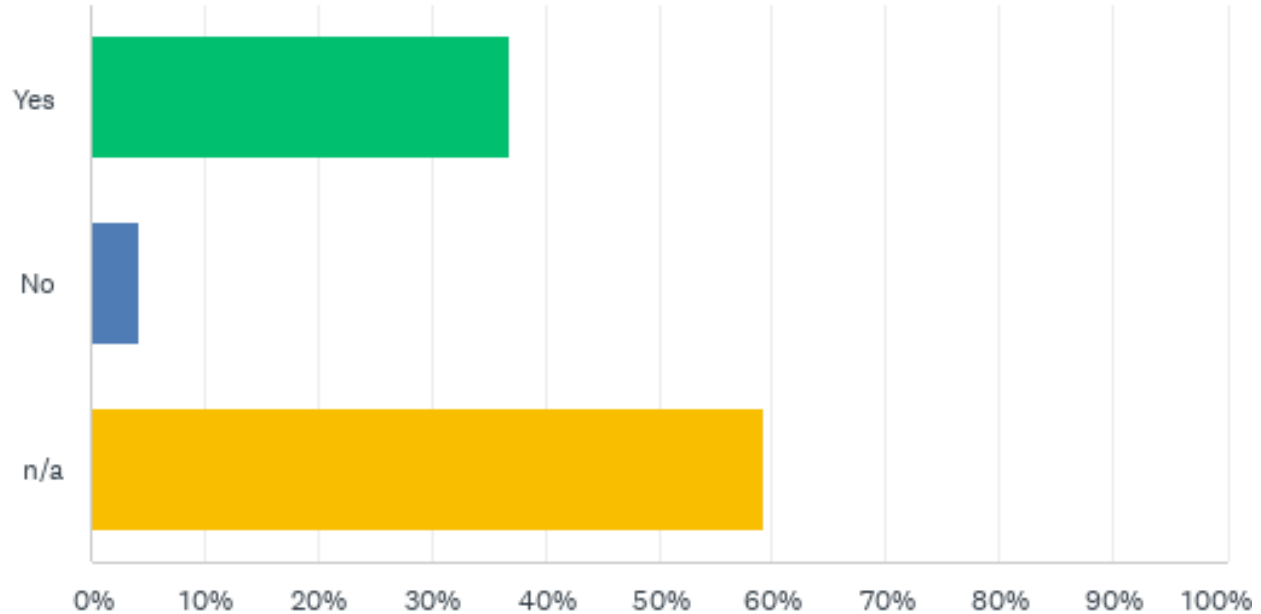


Answered: 2,079 Skipped: 216



Q31: If you are a parent/guardian of someone under 22 years, would you encourage bus travel rather than driving children to/from school, events etc.

Answered: 2,133 Skipped: 162



Q32: Would you be interested in joining a focus group to look at ways to make bus travel in your area better?

Answered: 2,233 Skipped: 62

