



REVIEW OF FEEDBACK SURVEY FROM PASSENGERS

MAY 2009

Battle Area Community Transport

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CONTENTS / SUMMARY	page 1
Analysis of Results	page 2
Feedback Data and Chart	page 3

SUMMARY – brief synopsis

In May 2009 Battle Area Community Transport conducted an informal survey of passengers who normally travel on our buses, [i.e. an “existing group” category]. We like to do this to find out how our passengers are thinking and feeling about various issues. We used specific topics areas: ‘vehicles / drivers / timetables / routes / destinations / admin provision of our services’ as distinct categories. The form allowed for both quantitative and qualitative data to be collected and it was returned anonymously in sealed boxes, placed for a month on all three buses. Forms were delivered inside the BACT summer 09 quarterly Newsletter. Out of 150 forms, twenty-four forms were returned. This was a disappointing return, but not unexpected. In the survey review, collation and structuring of the review was “in- house”. Various areas of complaint are cited in the feedback and considerations of the solutions are given by the Chairman Colin H Harmer; collation and production of the information was by Val Greenwood and Will Reeves. Suggestions as to future new growth areas for BACT are given in the conclusion.

ANALYSIS OF RESULTS

Generally, replies indicate that Battle Area Community Transport overall operates a good service, particularly with regards to the drivers. However some points were made in this review which are addressed below:

1. Requests for **low floor buses**, and upgrade of old vehicles
2. **Office hours to be extended**, to cover the whole day

These points are the only negative ones received. There were various requests:

3. Three requests for services of B82 [Eastbourne] to be linked to **Sedlescombe** and also to go to Rye and Tunbridge Wells [B80].
4. Request for the services B80 [Tunbridge Wells] / B81 [Eastbourne] to be linked to **Burwash**
5. A request to go to **Heathfield** from Burwash Weald
6. A request to go to Poll Hill Nursery in **Sevenoaks**, Kent

My reply to those views on their requests is that the low floor vehicles [1.] are only suitable for main roads and towns with no speed bumps or restrictions. They also ground on railway crossings resulting in damaging the exhausts and electrics. We already have difficulty with our existing vehicles grounding at steep level crossings, such as those in Mountfield. Low Floor Buses would not be suitable in driveways of rest homes, as they will not fit down many of the narrow lanes that our services travel on. We understand the ease of alighting on low floor buses, but unfortunately they are not practicable for our services.

Office hours [2.] are 10am -1pm as our admin is only on a part-time basis. Enquirers will have to use our ansaphone system, as this is our means of communication at other times.

Trips to the Sedlescombe area [3.] are feasible for BACT if enough passengers warranted this additional service. We could possibly run a monthly service to Tunbridge Wells from Sedlescombe and also link the monthly Rye service of buses through the village. The B80 [to Tunbridge Wells] could certainly be changed to start from Sedlescombe if demand was evident, as there is already a regular service from Battle. This also applies to B82 to Eastbourne from Battle/Mountfield and Robertsbridge.

Overall the majority of the returns are extremely favourable towards BACT; at least 85% of people described them as good or very good. It is encouraging that the majority of replies are positive, with only one negative "*poor*" which applied to the vehicles as "*antiquated*".

"Transport is excellent", was one reply; and a "*fantastic service*", said another passenger
"On the whole you operate an extremely worthwhile service, considering that it is voluntary"
said another.

However we will endeavour to improve our buses and service but a lot does depend on the East Sussex County Council review currently under way; what exactly we will be expected to do remains to be seen, when results are published in Autumn 2009.

To end with a quotation from one of our passengers:

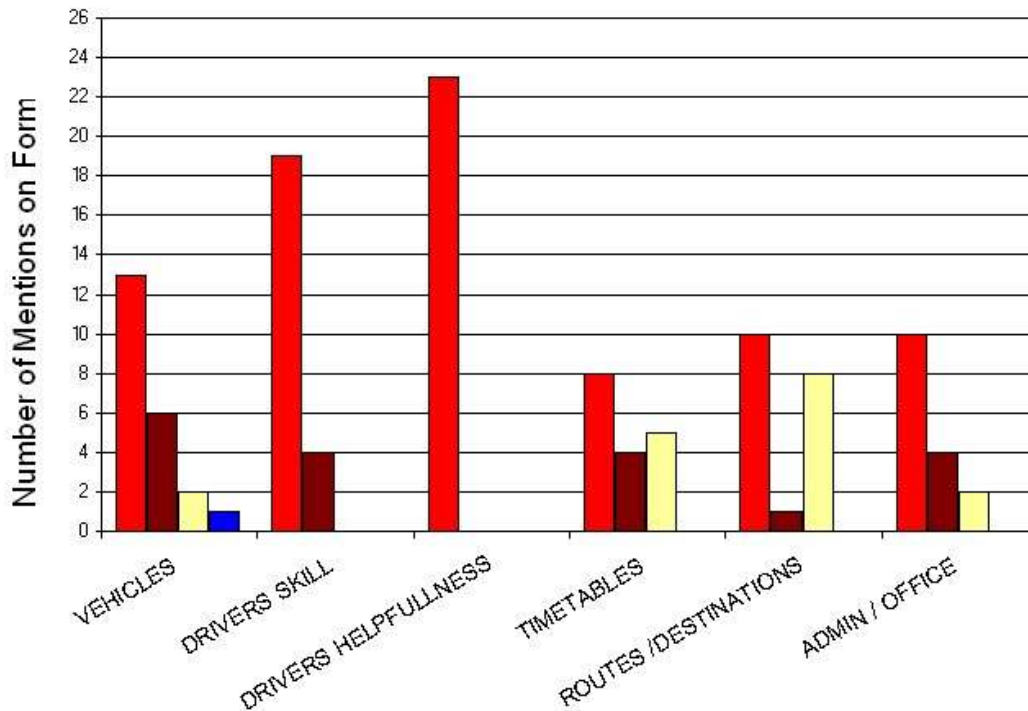
"This service is a lifeline to the rural area. Volunteer drivers are really appreciated by us all. Without them we would be stuck"

GENERAL EVALUATION OF RESPONSES

TOTAL NUMBER OF FORMS RETURNED	24
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CATEGORIES SELECTED		Very Good	Good	Satisfactory	Poor	TOTALS
Vehicles		13	6	2	1	22
Drivers	Skill	19	4	0	0	23
	Helpfulness	23	0	0	0	23
Timetables		8	4	5	0	17
Routes/Destinations		10	1	8	0	19
Office services/admin		10	4	2	0	16
	TOTALS	83	19	17	1	120
	Percentage responses in each category selected	69%	16%	14%	1%	100%

FEEDBACK FORM ANALYSIS - May 2009 - Quantitative Data



BACT's FEEDBACK FORM EVALUATION - Qualitative Data

BACT'S SERVICES		QUOTES AND COMMENTS FROM THE FORMS						
Vehicles		Low floor bus requested x3 times - step free access - egress mentioned - even a "step free" bus requested!	"antiquated buses"	"Transport is excellent"	"seatbelts are difficult to do up" [GWV]			
	Drivers	Skill Helpfulness	"Drivers are always very helpful" "Drivers are excellent"	"Ted is an excellent driver, always very helpful" "All the drivers are a joy to ride with them"	"Drivers are always very helpful."	Good driver - Alan xl		
Timetables	Routes/Destinations	Sedlescombe mentioned 3 times requests for shopping trips to TunWells / Eastbourne / Rye / Robertsbridge station.	Burwash mentioned once; trips to go to TunWells / Eastbourne / Rye; one request to go to Burwash Weald to pick up passenger.	Requested to go to Pall Hill Nursery & Garden Centre in Sevenoaks, & Canterbury, Kent.	Request to go to Heathfield from a Burwash resident	"This service is a lifeline to the rural area. Volunteer drivers are really appreciated by us all. Without them we would be stuck"	"Fantastic service! Would like a bus to run to Battle and Robertsbridge stations."	"I find the service very reliable and could not manage without it" said one Ticehurst resident"
Office services/ admin		"Office staff are excellent"	Office times for contact would be better if all day.					
GENERAL		"On the whole you operate an extremely worthwhile service, considering that it is voluntary"	"Long may your efforts continue"	Feedback is requested to be posted on collated results in addition to on the website.	"I do hope that by promoting the Queens Award for Voluntary Service, that you truly deserve will provide impetus for funding in the future for a much needed replacement bus."			
TOTAL NUMBER OF FORMS RETURNED								24



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FEEDBACK FORM - March 2009

Hello! We are reviewing our services, and it would be very useful to have your views on our operations. Could you kindly complete and return this form to us. With your help we can improve them?
 Thank you for your time!

BACT'S SERVICES	Very Good	Good	Satisfactory	Poor
Vehicles				
Drivers				
Skill				
Helpfulness				
Timetables				
Routes/Destinations				
Office services admin				
Please put any comments below... (continue overleaf)				

[Return in boxes provided on our buses or the address above.]

Please continue your comments below...

Thank you for your response!

[Return in boxes provided on our buses or the address above.]