

12.4_Closure

Model questionnaire

Robins Transport Customer Survey

Please help us to improve our services by completing this questionnaire.
The first 10 questionnaires we receive will receive a free 1-month Hadford bus pass.

Please indicate your answer by circling your choice.

1. How do you rate the Robins Transport (RT) vehicles?
A good quality **B** satisfactory **C** too old
2. What do you think of our bus services? Are they:
A punctual not punctual don't know
B reliable not reliable don't know
3. What do you think of our services over the last five years? Have they:
A improved **B** deteriorated **C** neither
4. Do you think RT staff are polite and helpful?
A yes **B** no **C** don't know
5. Do you think RT cover enough routes inside and outside the town?
A yes **B** no **C** don't know
6. Would you like RT to provide more frequent bus services?
A yes **B** no **C** don't know
7. Do you prefer RT to other transport companies in Hadford?
A yes **B** no **C** don't know
8. Do you think RT offer good discounts?
A yes **B** no **C** don't know
9. Any other comments?

Thank you for your help!