

**M and H Coaches Service Quality Questionnaire**  
**SERVICE 43**

Date ... /... /2016

Please circle one of the numbers below :

- 0. Being very dissatisfied
- 5. Being neither satisfied or dissatisfied
- 10. Being extremely satisfied

**About The Bus**

**A/** How satisfied are you with the cleanliness of the bus?

0.    1.    2.    3.    4.    5.    6.    7.    8.    9.    10.

**B/** Do you feel satisfied with the safety and comfort of the bus?

0.    1.    2.    3.    4.    5.    6.    7.    8.    9.    10.

**C/** Are you satisfied with the accessibility of the bus?

0.    1.    2.    3.    4.    5.    6.    7.    8.    9.    10.

**About The driver**

**A/** Are you satisfied with the drivers appearance?

0.    1.    2.    3.    4.    5.    6.    7.    8.    9.    10.

**B/** Are you satisfied that today's driver is pleasant, helpful and approachable?

0.    1.    2.    3.    4.    5.    6.    7.    8.    9.    10.

**C/** Are you satisfied with the driver's overall conduct?

0.    1.    2.    3.    4.    5.    6.    7.    8.    9.    10.

**About Service 43**

**A/** Did your bus arrive on time today?    YES                      NO

**B/** If the bus was late or early has the driver explained to you why?    YES            NO

**C/** How often do you use this service?

Daily      Few times a week      Once a Week      Very occasional      It's my first time today

**D/** What is the reason for your journey today?

Social visit      shopping      connection to other services      school or college

Work      doctors/dentist      other

**E/** Overall, how satisfied are you with the service?

0.      1.      2.      3.      4.      5.      6.      7.      8.      9.      10.

**F/** How likely are you to continue using this service?

Very likely      Not very likely

**G/** How likely are you to recommend this service to a friend or family member?

Very likely      Not very likely

**F/** Where did you first hear about the service? .....

*This next section is completely optional:*

Name .....      Postal Code / area .....

Age Group :      Under 16      16 to 18      19 to 40      40 to 60      60 and over

We are always keen to have any comments or suggestions. Please write in the box below