



Service 113

Dewsbury, Pinderfields and Pontefract Hospitals

West Yorkshire Combined Authority (WYCA) processes all personal data in accordance with the principles of good information handling contained in the Data Protection Act 1998. We will not sell this information to any other persons or organisations.

The West Yorkshire Combined Authority (incorporating Metro) is managing service 113 on behalf of the Mid-Yorkshire Hospitals NHS Trust. We would like to know what passengers think of the service and see if any improvements can be made. It is important to ensure public money is spent in the most effective and efficient way. Feedback gained will be used to report back to the NHS Trust.

You can write to us with your comments via any one of the following:

- Complete the online survey via www.wymetro.com/busreview
- Write to **FREEPOST BUS CONSULTATION TEAM (METRO)** (no stamp required)
- Email your comments to busconsultation@westyorks-ca.gov.uk

This survey will close on Monday 15th December 2014.

YOUR PERSONAL DETAILS

This is optional but it will help us make the most of your response.

Name: _____

Address: _____

Town: _____ Postcode:

Email Address: _____

YOUR JOURNEY

1. What is the main reason you use service 113?

Work

Patient

Visitor

2. How often have you used the service since it was introduced in July 2014?

4 + days
a week

2 - 3 days
a week

Weekly

Fortnightly

Monthly

Occasionally

**3. Which days and times have you used service 113 since it was introduced?
(Please tick all that apply)**

Boarding at Dewsbury (alighting at Pinderfields)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08:05 – 12:00						N/A	N/A
12:01 – 16:00							
16:01 – 20:15							

Boarding at Dewsbury (alighting at Pontefract)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08:05 – 12:00						N/A	N/A
12:01 – 16:00							
16:01 – 20:15							

Boarding at Pinderfields (alighting at Pontefract)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08:40 – 12:00						N/A	N/A
12:01 – 16:00							
16:01 – 20:45							

Boarding at Pontefract (alighting at Pinderfields)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08:05 – 12:00						N/A	N/A
12:01 – 16:00							
16:01 – 20:15							

Boarding at Pontefract (alighting at Dewsbury)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08:05 – 12:00						N/A	N/A
12:01 – 16:00							
16:01 – 20:15							

Boarding at Pinderfields (alighting at Dewsbury)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08:38 – 12:00						N/A	N/A
12:01 – 16:00							
16:01 – 20:43							

YOUR TRAVEL PATTERN

4. How do you travel to / from the hospital to catch service 113? (Please tick)

	Bus	Walk	Cycle	Car (drive)	Car (passenger)	Other (Specify) _____
How do you travel to the 113 bus stop?						
How do you travel home?						

5. How did you travel between the hospitals prior to the launch of service 113?

ABOUT THE SERVICE

6. a. How would you rate the current bus service? (Please tick one option)

Excellent

Good

Adequate

Poor

b. Please explain your answer

7. How did you hear about this service?

8. Can you think of any suggestions on how this service could be improved?

a. _____

b. _____

c. _____

d. _____

9. Please provide your opinion about service 113:-

a. About your journey (Circle one box per row)

The frequency of the service	Excellent	Good	Adequate	Poor
The length of the journey	Excellent	Good	Adequate	Poor
Service reliability	Excellent	Good	Adequate	Poor

b. About the buses (Circle one box per row)

Being able to get a seat	Excellent	Good	Adequate	Poor
Space for wheelchair / pushchair	Excellent	Good	Adequate	Poor
Cleanliness inside and outside of bus	Excellent	Good	Adequate	Poor
Temperature	Excellent	Good	Adequate	Poor

c. About the bus stops/shelters (Circle one box per row)

Bus stop easy to walk to	Excellent	Good	Adequate	Poor
Accurate public transport information available	Excellent	Good	Adequate	Poor
Clean stop / shelter	Excellent	Good	Adequate	Poor

d. About the drivers (Circle one box per row)

Driver appearance	Excellent	Good	Adequate	Poor
Driver politeness	Excellent	Good	Adequate	Poor
The driving style of the driver	Excellent	Good	Adequate	Poor

FUTURE CONSULTATIONS

We would like to keep you informed about any future bus consultations in your area.

Are you happy for us to contact you? Yes No

How would you prefer us to contact you? Email Post

Would you like to sign up to **Metro Messenger**; informing you of travel news, information and future consultations? Yes No

(You will need to provide a valid email address in 'Your Personal Detail' section overleaf)

Thank you for taking the time to let us have your comments.