

# Service 113 Survey Analysis January 2015

## Background

The West Yorkshire Combined Authority (WYCA) manages service 113 on behalf of the Mid-Yorkshire Hospitals NHS Trust.

The survey was designed to find out what passengers think of the service and to see if any improvements can be made.

Service 113 connects the three hospitals; Dewsbury, Pinderfields and Pontefract and operates from 08:05 - 20:15 Monday to Fridays, 13:15 - 20:15 on Saturdays and 14:15 - 20:15 on Sundays.

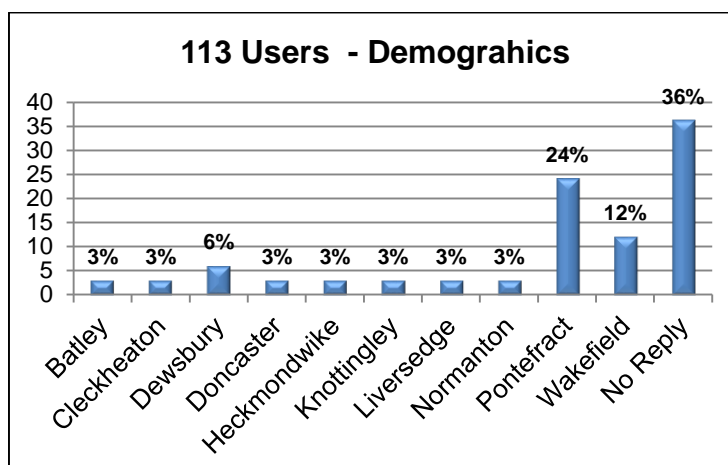
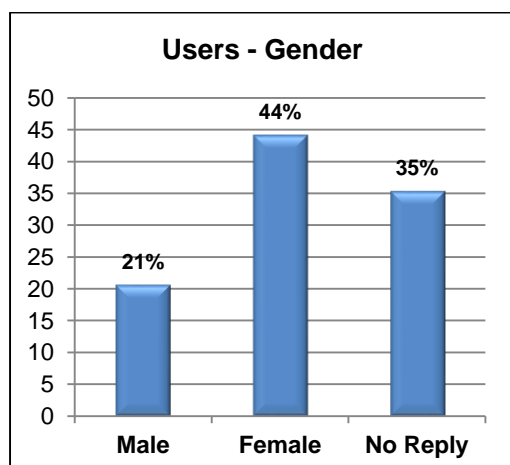
The free service started operating from Monday 21<sup>st</sup> July 2014 and is operated by Tetley's.

## Consultation

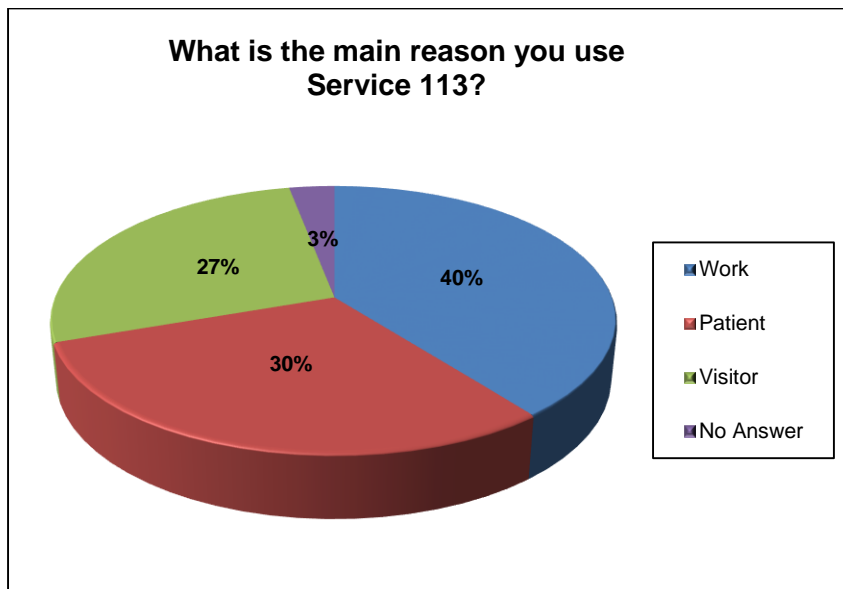
Consultation took place between 17<sup>th</sup> November and 15<sup>th</sup> December 2014. Surveys were available for passengers to complete online, take away from the bus and distributed by WYCA staff when monitoring the service.

The graphs below are based on a total of 33 completed surveys.

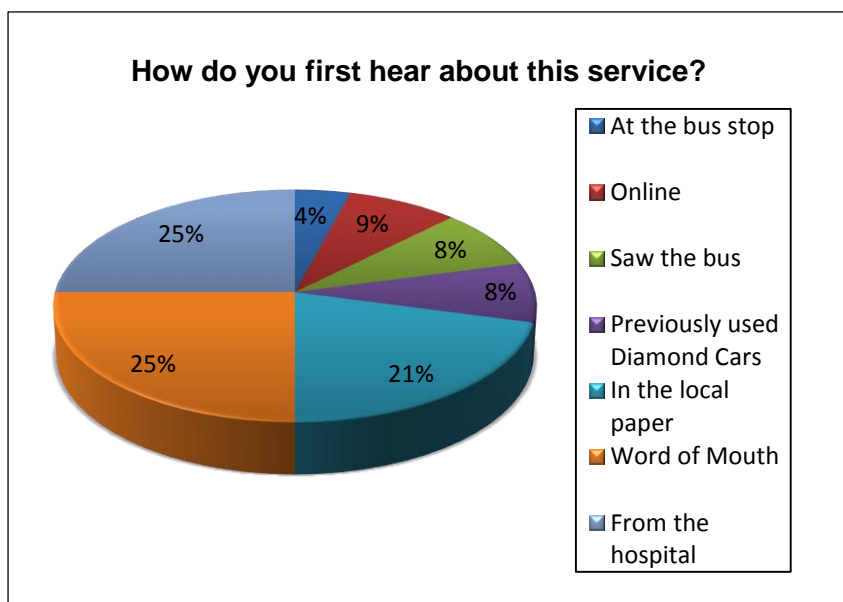
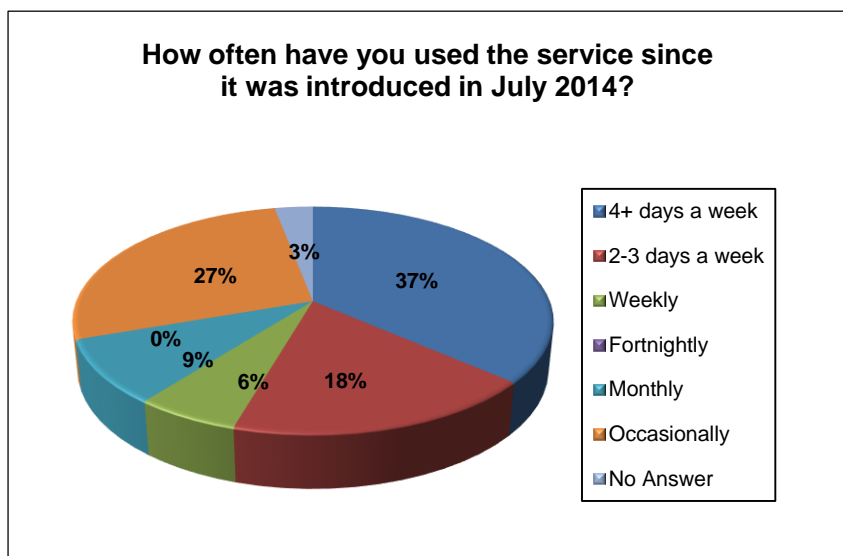
## User Demographics

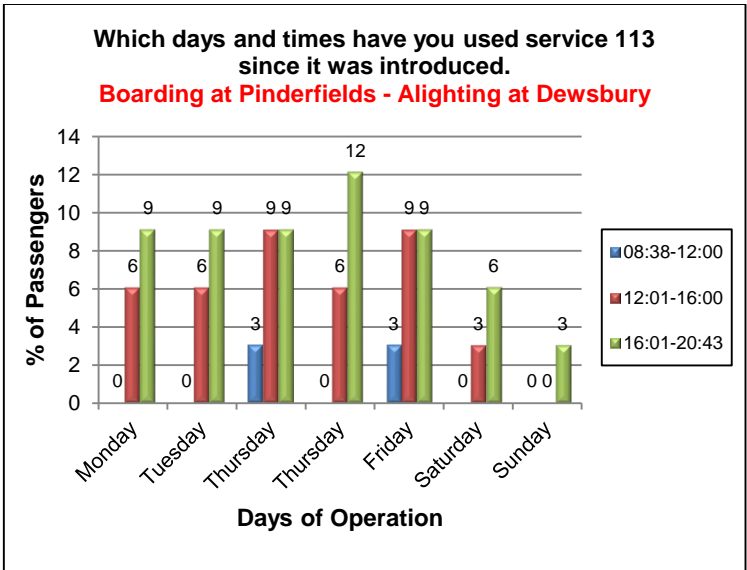
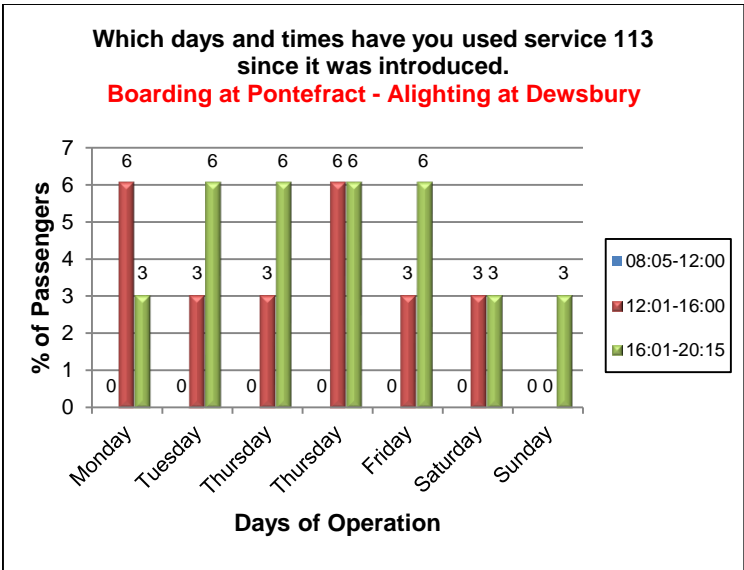
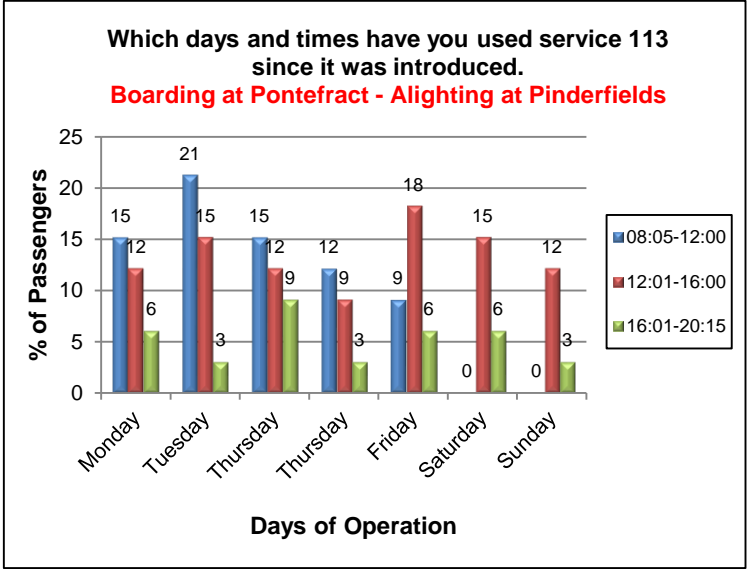
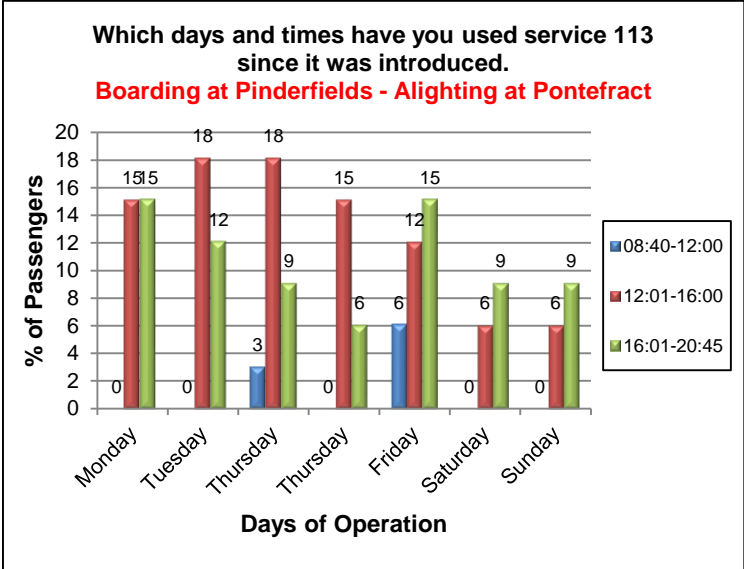
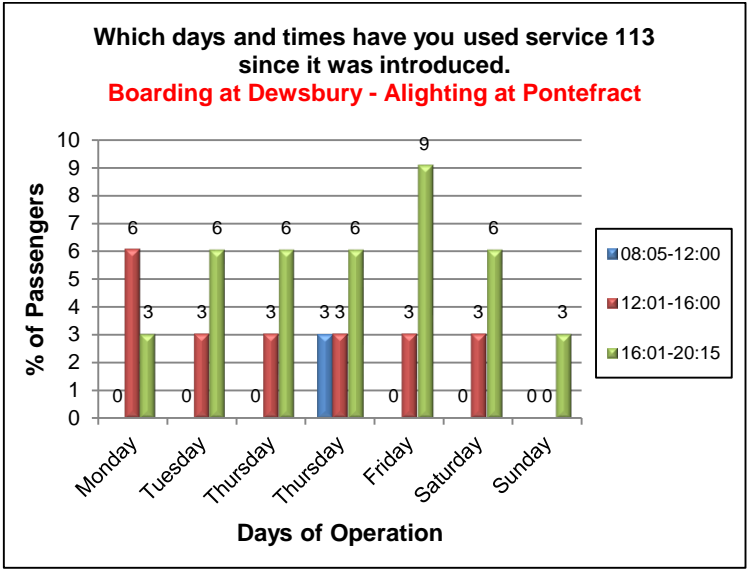
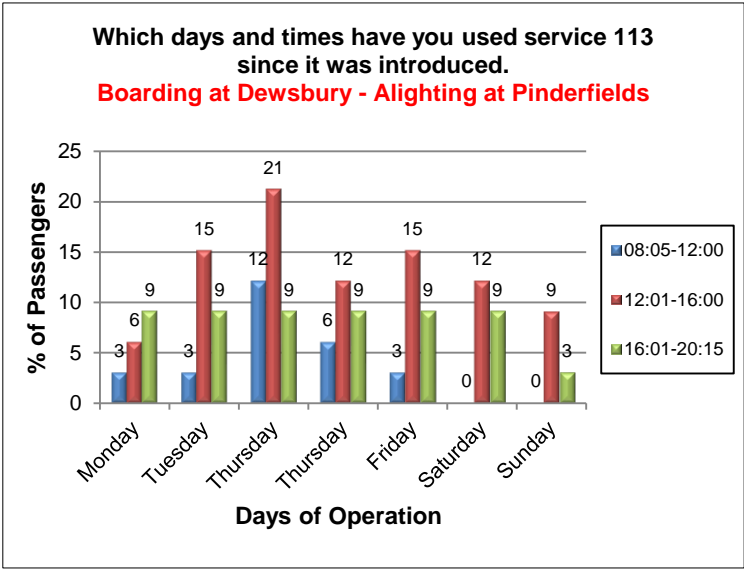


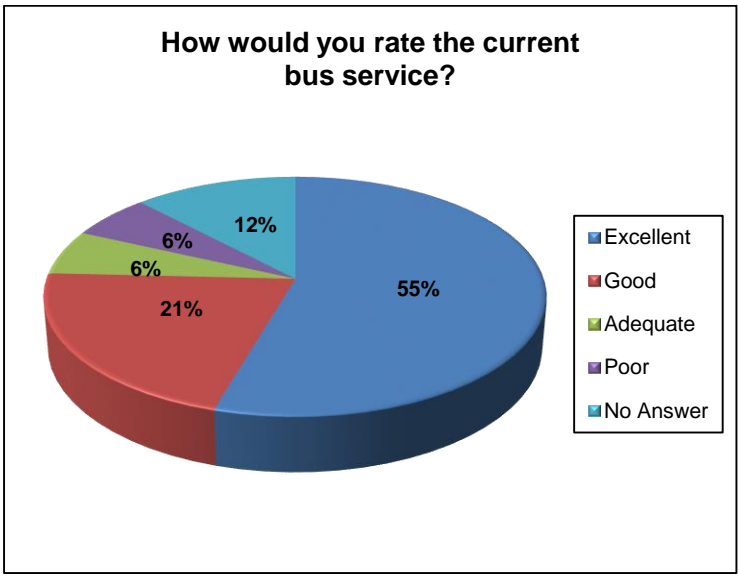
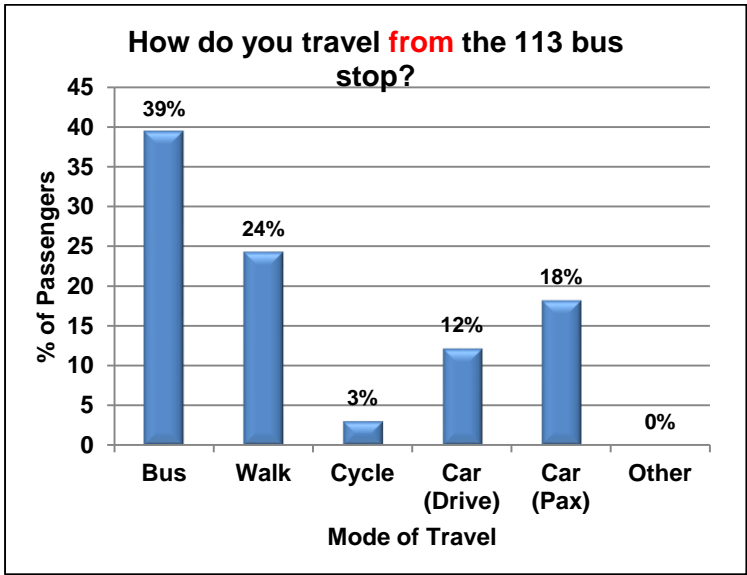
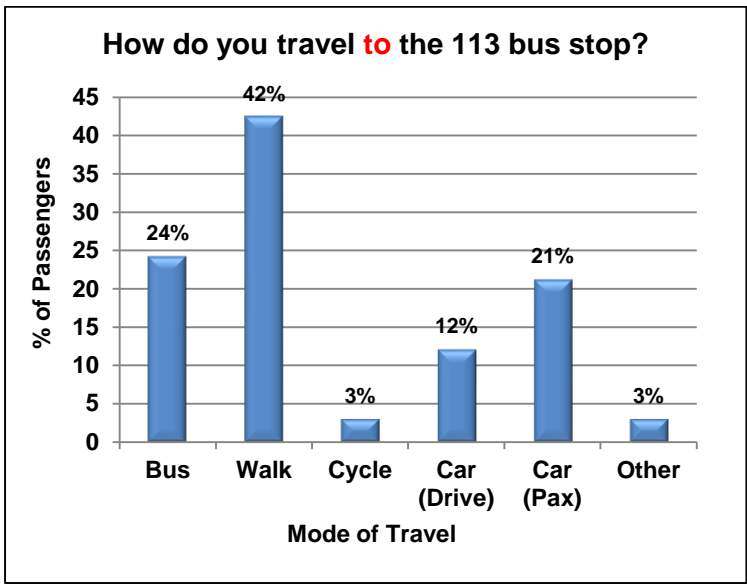
## Survey Results



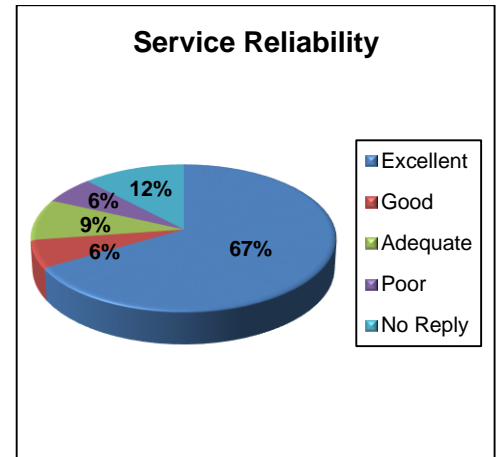
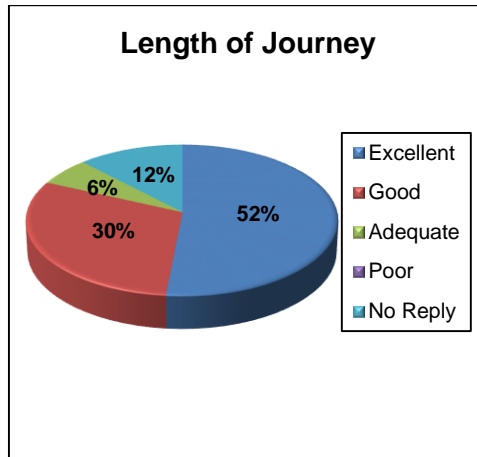
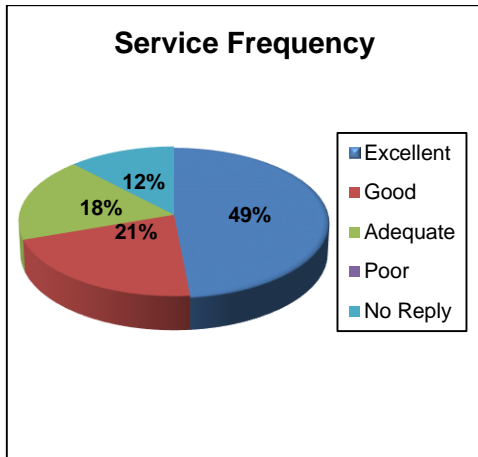
The above graph indicates that the majority of users (40%) of service 113 are staff who work at either one of the three hospitals or transfer between the different hospitals.



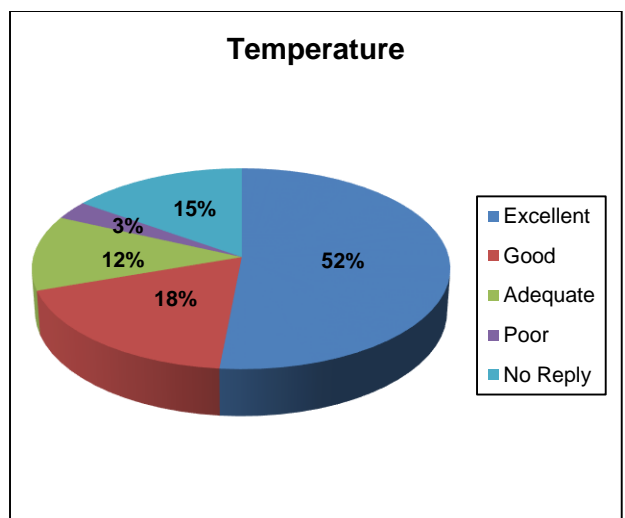
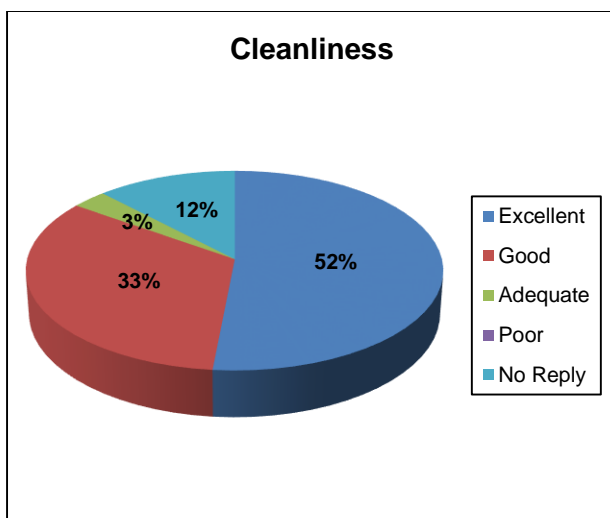
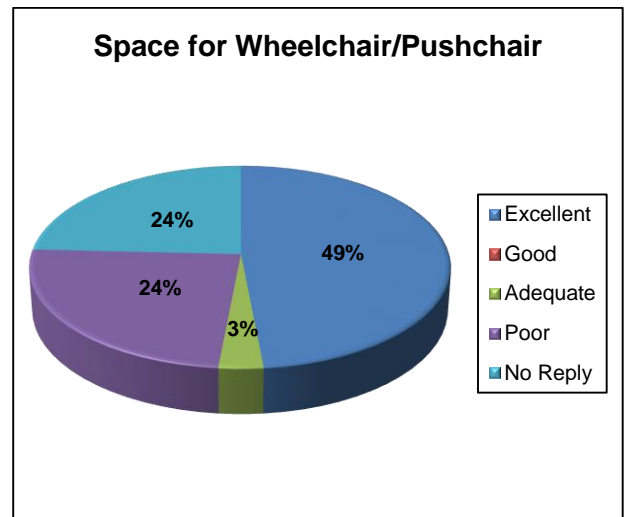
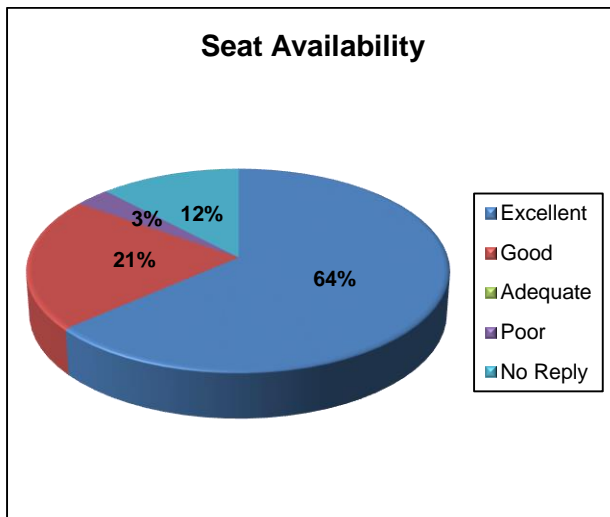




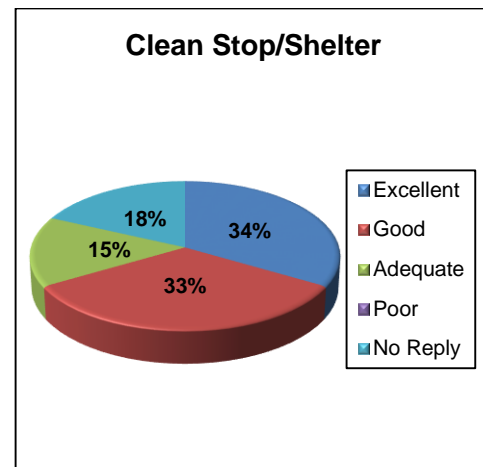
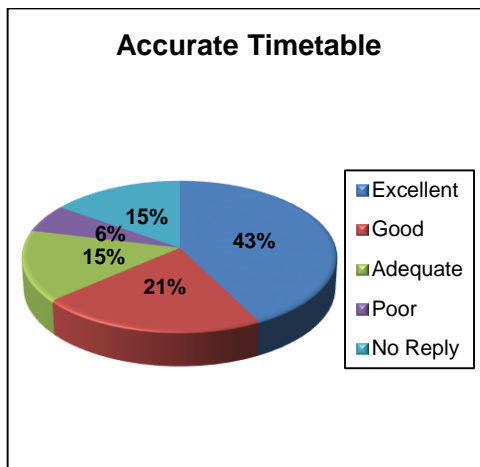
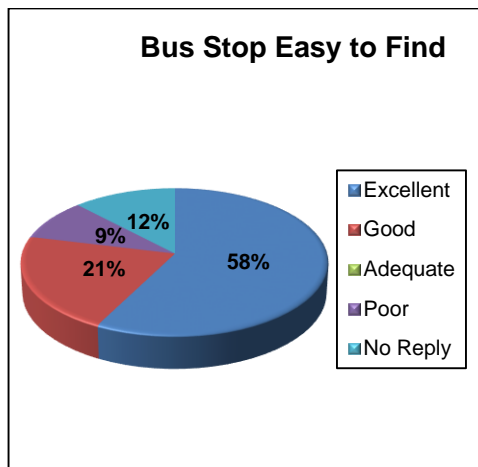
9a) About your journey:



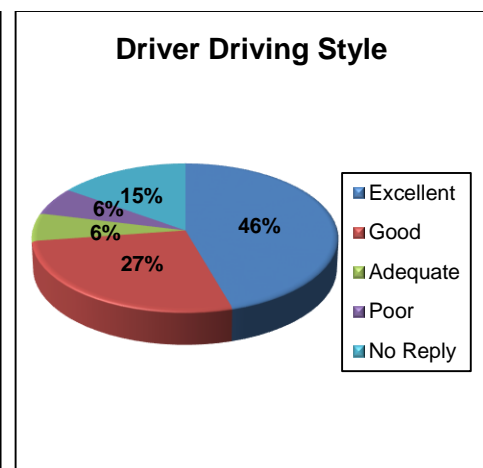
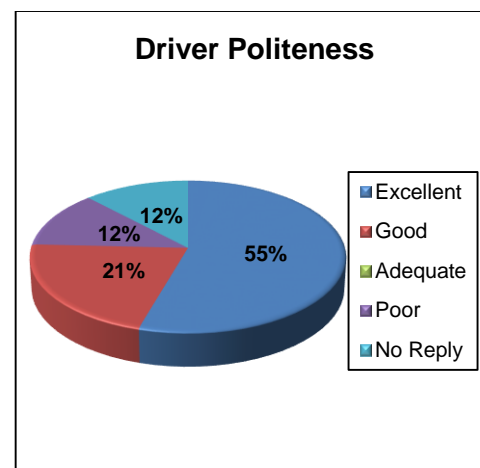
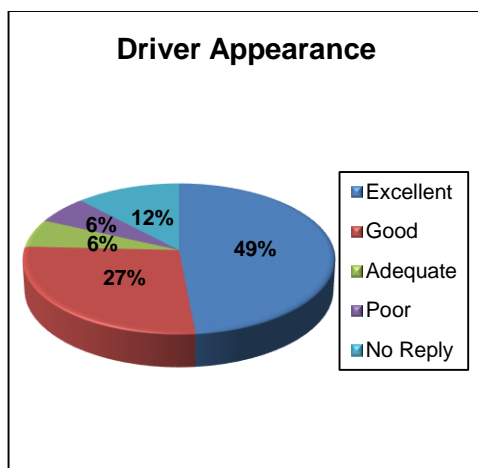
9b) About the buses:



9c) About the bus stop/shelters:



9d) About the Drivers:



**Conclusion**

- Promote and market service to patients.
- Some visual advertising could be beneficial i.e. altered livery. There is some potential that the NHS could seek sponsorship from other health companies or Pontefract race course etc.