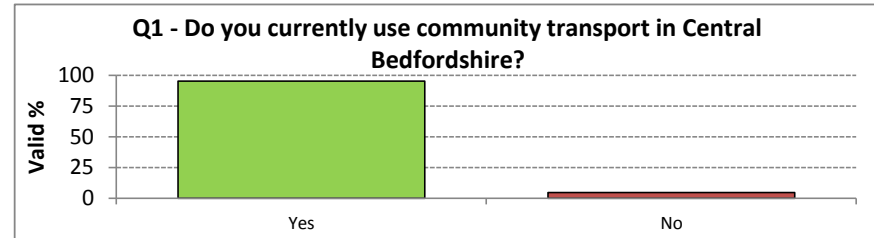


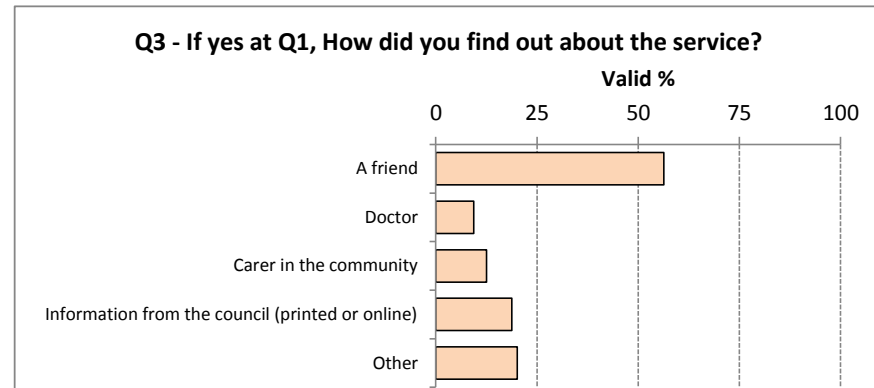
Q1 - Do you currently use community transport in Central Bedfordshire? (please select one)

	Frequency	Percent	Valid Percent
Valid Yes	229	95.4	95.4
No	11	4.6	4.6
Total	240	100.0	100.0



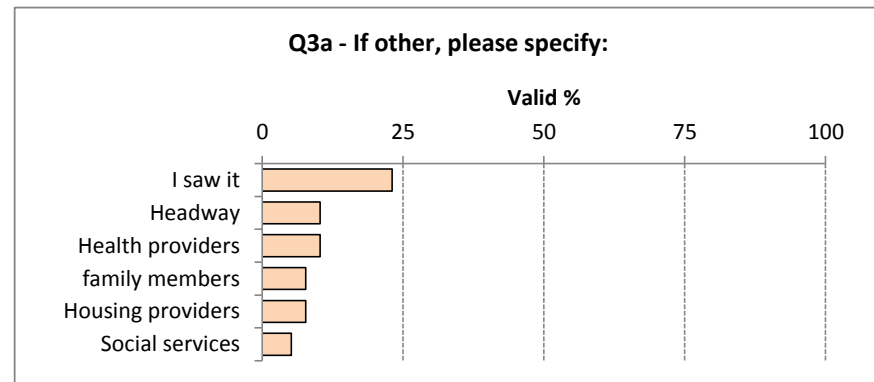
Q3 - If yes at Q1, how did you find out about the service? (please select all that apply)

	Frequency	Percent	Valid Percent
Valid A friend	126	55.0	56.3
Doctor	21	9.2	9.4
Carer in the community	28	12.2	12.5
Information from the council (printed or online)	42	18.3	18.8
Other	45	19.7	20.1
Total no. of responses	224		
Missing	5	2.2	
Total	229		



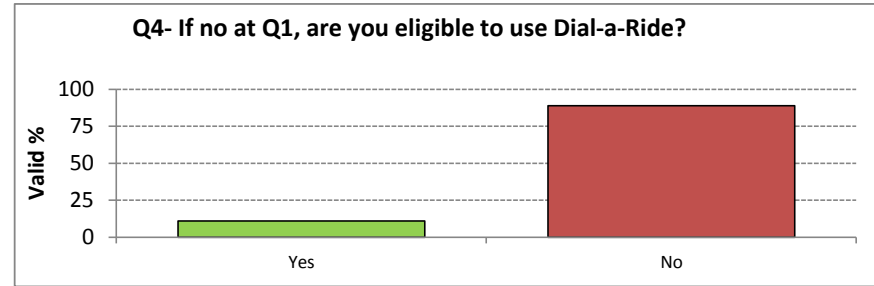
Q3a - If other, please specify:

Analysis of repeat themes	Frequency	Percent	Valid Percent
Valid I saw it	9	20.0	23.1
Headway	4	8.9	10.3
Health providers	4	8.9	10.3
family members	3	6.7	7.7
Housing providers	3	6.7	7.7
Social services	2	4.4	5.1
Total no. of responses	39		
Missing	6	13.3	
Total	45		



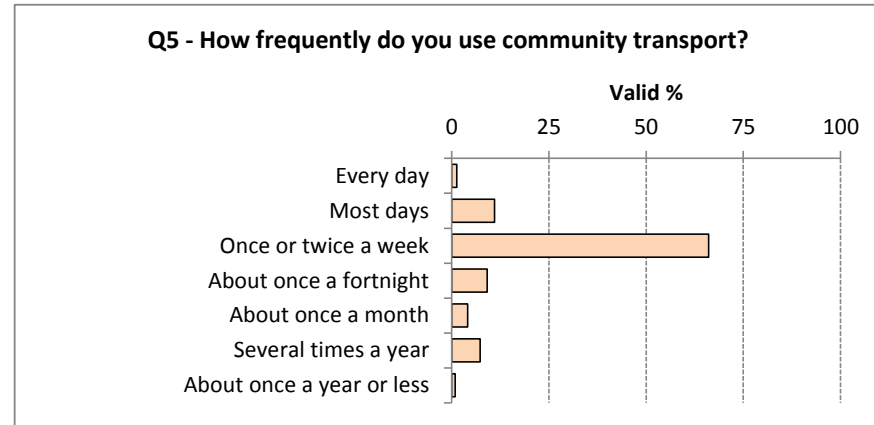
Q4 - If no at Q1, are you eligible to use Dial-a-Ride (you are iligible for Dial-a-Ride if you cannot use ordinary public transport due to disability, either temporary or permanent)? (please select one)

		Frequency	Percent	Valid Percent
Valid	Yes	1	9.1	11.1
	No	8	72.7	88.9
	Unsure	0	.0	0.0
	Total no. of responses	9	81.8	100.0
Missing		2	18.2	18.2
Total		11	100.0	



Q5 - How frequently do you use community transport? (please select one)

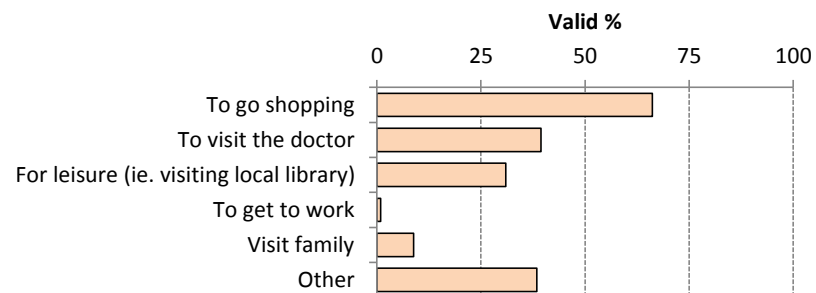
		Frequency	Percent	Valid Percent
Valid	Every day	3	1.3	1.4
	Most days	24	10.0	11.0
	Once or twice a week	144	60.0	66.1
	About once a fortnight	20	8.3	9.2
	About once a month	9	3.8	4.1
	Several times a year	16	6.7	7.3
	About once a year or less	2	0.8	0.9
	Total no. of responses	218	90.8	100.0
Missing		22	9.2	
Total		240	100.0	



Q6 - Where do you travel to using Community Transport? (please select all that apply)

		Frequency	Percent	Valid Percent
Valid	To go shopping	143	59.6	66.2
	To visit the doctor	85	35.4	39.4
	For leisure (ie. visiting local library)	67	27.9	31.0
	To get to work	2	0.8	0.9
	Visit family	19	7.9	8.8
	Other	83	34.6	38.4
	Total no. of responses	216		
Missing		24	10.0	
Total		240		

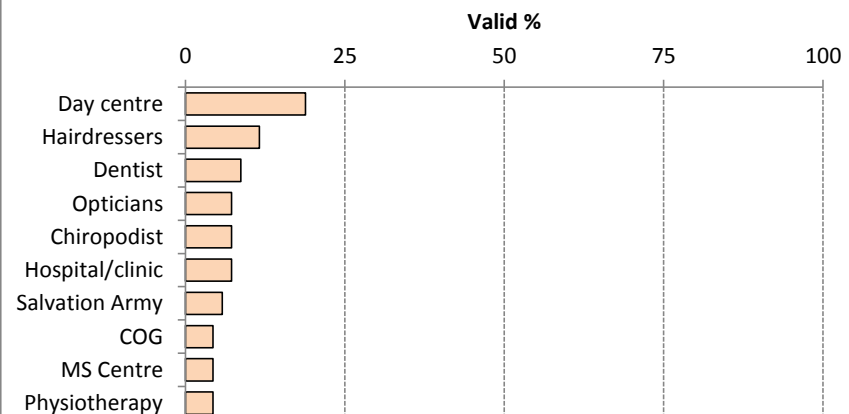
Q6 - Where do you travel to using Community Transport?



Q6a - If other, please specify:

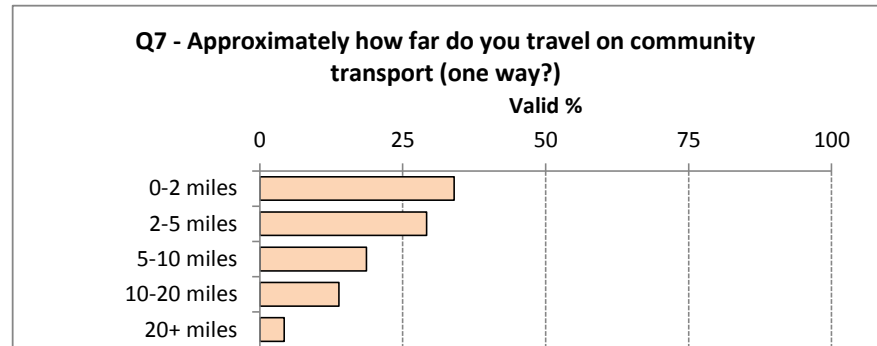
	Analysis of repeat themes	Frequency	Percent	Valid percent
Valid	Day centre	13	15.7	18.8
	Hairdressers	8	9.6	11.6
	Dentist	6	7.2	8.7
	Opticians	5	6.0	7.2
	Chiropodist	5	6.0	7.2
	Hospital/clinic	5	6.0	7.2
	Salvation Army	4	4.8	5.8
	COG	3	3.6	4.3
	MS Centre	3	3.6	4.3
	Physiotherapy	3	3.6	4.3
	Total no. of responses	69		
	Missing		14	16.9
Total		83		

Q6a - If other, please specify:



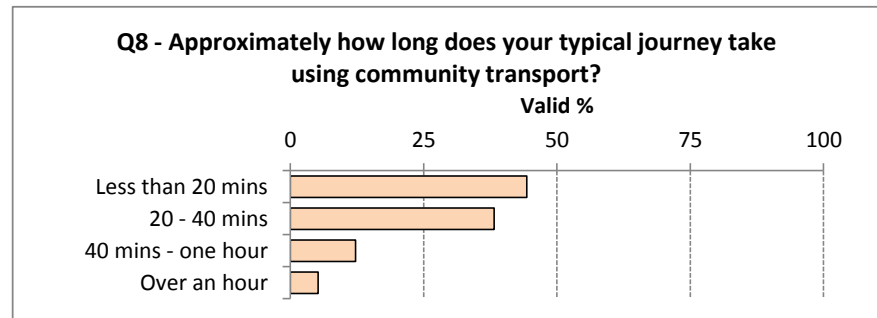
Q7 - Approximately how far do you travel on community transport (one way)? (please select one)

	Frequency	Percent	Valid Percent
Valid 0-2 miles	71	29.6	34.0
2-5 miles	61	25.4	29.2
5-10 miles	39	16.3	18.7
10-20 miles	29	12.1	13.9
20+ miles	9	3.8	4.3
Total	209	87.1	100.0
Missing	31	12.9	
Total	240	100.0	



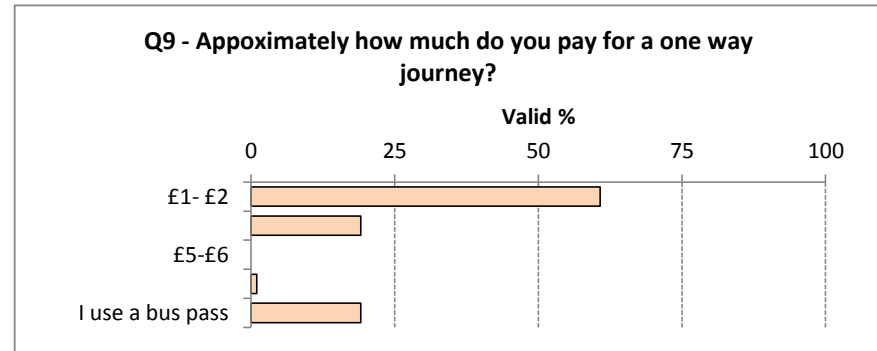
Q8 - Approximately how long does your typical journey take using community transport? (please select one)

	Frequency	Percent	Valid Percent
Valid Less than 20 mins	94	39.2	44.3
20 - 40 mins	81	33.8	38.2
40 mins - one hour	26	10.8	12.3
Over an hour	11	4.6	5.2
Total	212	88.3	100.0
Missing	28	11.7	
Total	240	100.0	



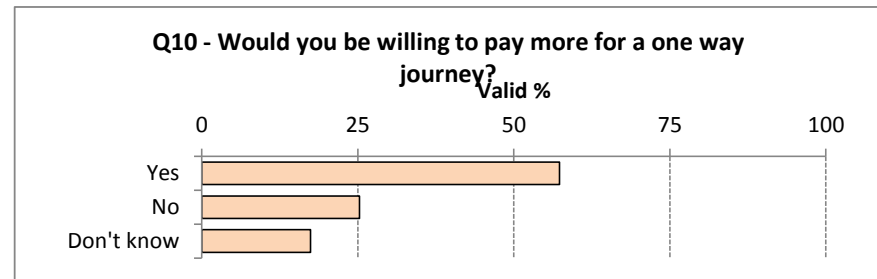
Q9 - Approximately how much do you pay for a one way journey? (please select one)

		Frequency	Percent	Valid Percent
Valid	£1- £2	124	51.7	60.8
	£3-£4	39	16.3	19.1
	£5-£6	0	0.0	0.0
	Over £6	2	.8	1.0
	I use a bus pass	39	16.3	19.1
	Total	204	85.0	100.0
Missing		36	15.0	
Total		240	100.0	



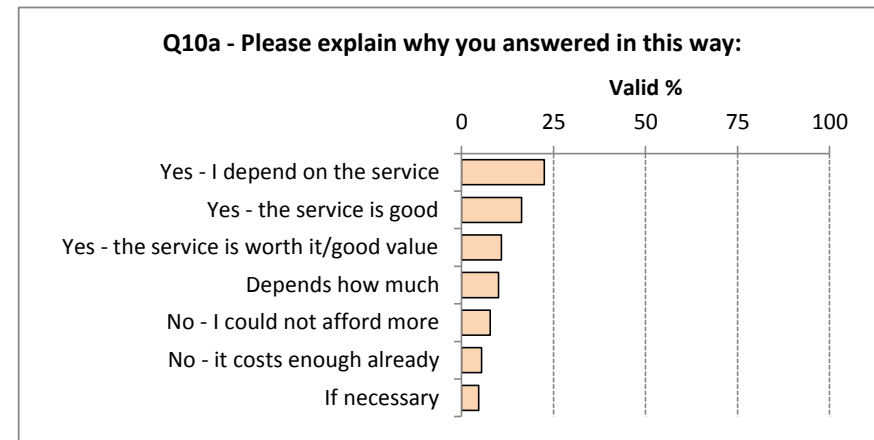
Q10 - Would you be willing to pay more for a one way journey? (please select one)

		Frequency	Percent	Valid Percent
Valid	Yes	102	42.5	57.3
	No	45	18.8	25.3
	Don't know	31	12.9	17.4
	Total	178	74.2	100.0
Missing		62	25.8	
Total		240	100.0	



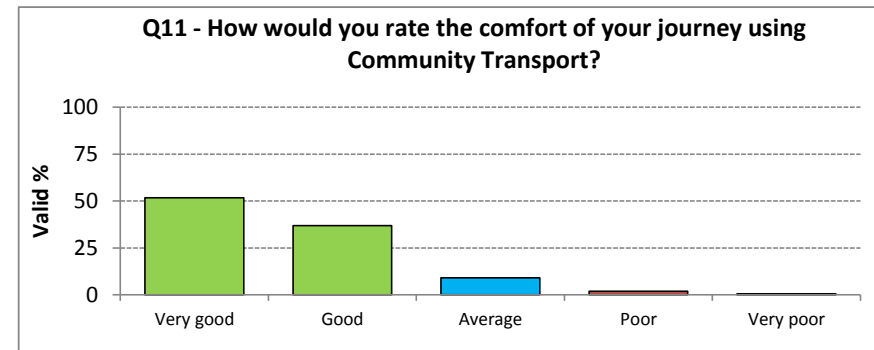
Q10a - Please explain why you answered in this way:

Analysis of repeated themes		Frequency	Percent	Valid Percent
Valid	Yes - I depend on the service	29	12.1	22.5
	Yes - the service is good	21	8.8	16.3
	Yes - the service is worth it/good value	14	5.8	10.9
	Depends how much	13	5.4	10.1
	No - I could not afford more	10	4.2	7.8
	No - it costs enough already	7	2.9	5.4
	If necessary	6	2.5	4.7
	Total no. of responses	129		
Missing		111	46.3	
Total		240		



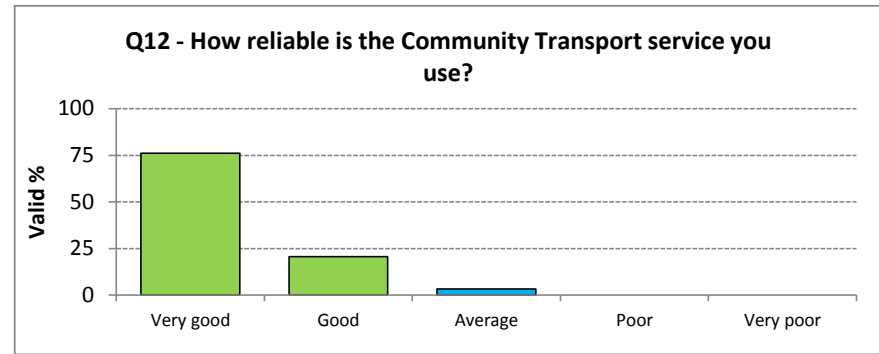
Q11 - How would you rate the comfort of your journey using Community Transport (please select one)

		Frequency	Percent	Valid Percent
Valid	Very good	114	47.5	51.8
	Good	81	33.8	36.8
	Average	20	8.3	9.1
	Poor	4	1.7	1.8
	Very poor	1	0.4	0.5
	Total	220	91.7	100.0
Missing		20	8.3	
Total		240	100.0	



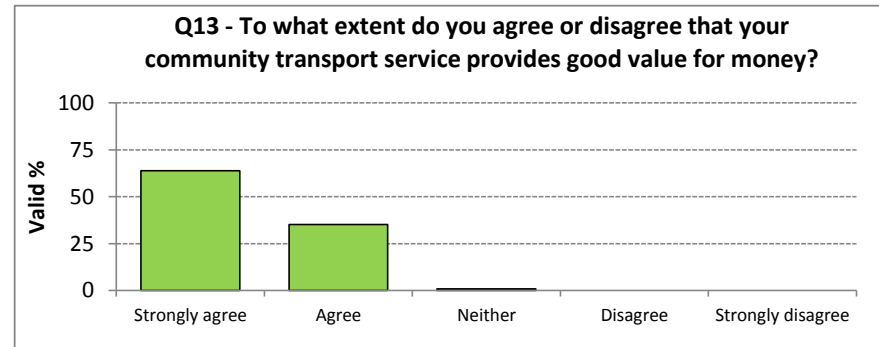
Q12 - How reliable is the Community Transport service you use? (please select one)

		Frequency	Percent	Valid Percent
Valid	Very good	162	67.5	76.1
	Good	44	18.3	20.7
	Average	7	2.9	3.3
	Poor	0	0.0	0.0
	Very poor	0	0.0	0.0
	Total	213	88.8	100.0
Missing		27	11.3	
Total		240	100.0	



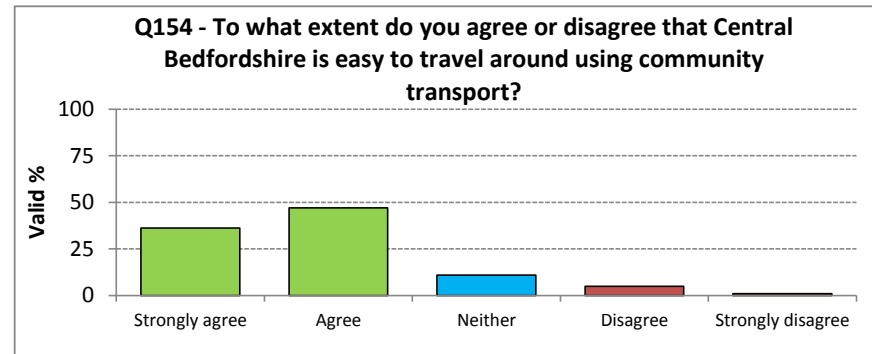
Q13 - To what extent do you agree or disagree that your community transport service provides good value for money? (please select one)

		Frequency	Percent	Valid Percent
Valid	Strongly agree	129	53.8	63.9
	Agree	71	29.6	35.1
	Neither	2	0.8	1.0
	Disagree	0	0.0	0.0
	Strongly disagree	0	0.0	0.0
	Total	202	84.2	100.0
Missing		38	15.8	
Total		240	100.0	



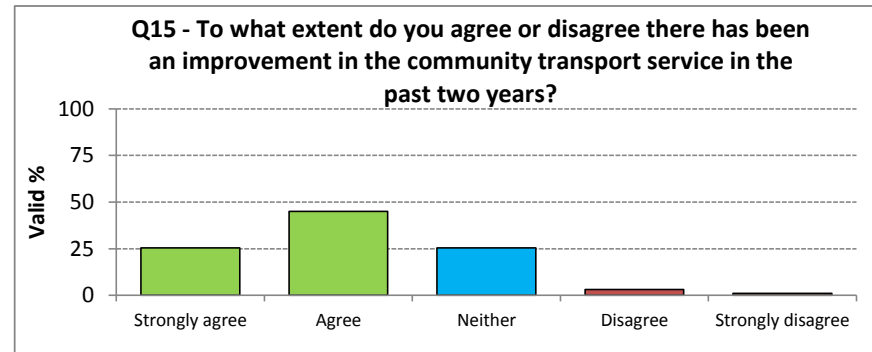
Q14 - To what extent do you agree or disagree that Central Bedfordshire is easy to travel around using community transport? (please select one)

		Frequency	Percent	Valid Percent
Valid	Strongly agree	73	30.4	36.1
	Agree	95	39.6	47.0
	Neither	22	9.2	10.9
	Disagree	10	4.2	5.0
	Strongly disagree	2	0.8	1.0
	Total	202	84.2	100.0
Missing		38	15.8	
Total		240	100.0	



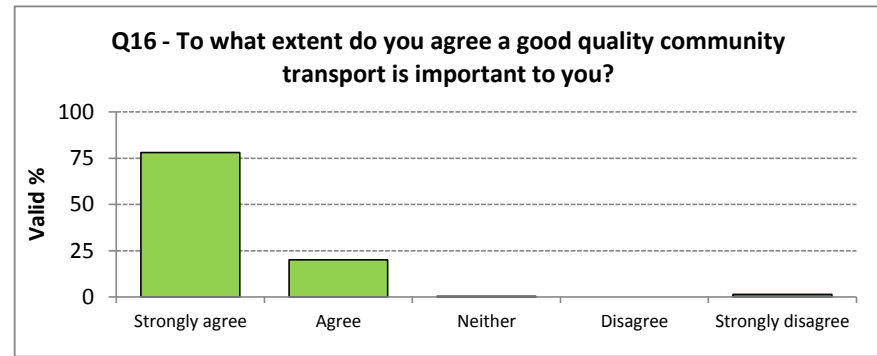
Q15 - To what extent do you agree or disagree there has been an improvement in the community transport service in the past two years? (please select one)

		Frequency	Percent	Valid Percent
Valid	Strongly agree	48	20.0	25.4
	Agree	85	35.4	45.0
	Neither	48	20.0	25.4
	Disagree	6	2.5	3.2
	Strongly disagree	2	0.8	1.1
	Total	189	78.8	100.0
Missing		51	21.3	
Total		240	100.0	



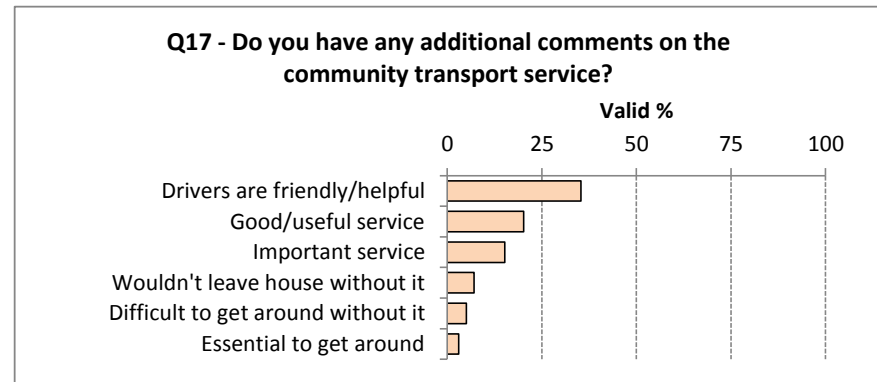
Q16 - To what extent do you agree a good quality community transport is important to you? (please select one)

		Frequency	Percent	Valid Percent
Valid	Strongly agree	163	67.9	78.0
	Agree	42	17.5	20.1
	Neither	1	0.4	0.5
	Disagree	0	0.0	0.0
	Strongly disagree	3	1.3	1.4
	Total	209	87.1	100.0
Missing		31	12.9	
Total		240	100.0	



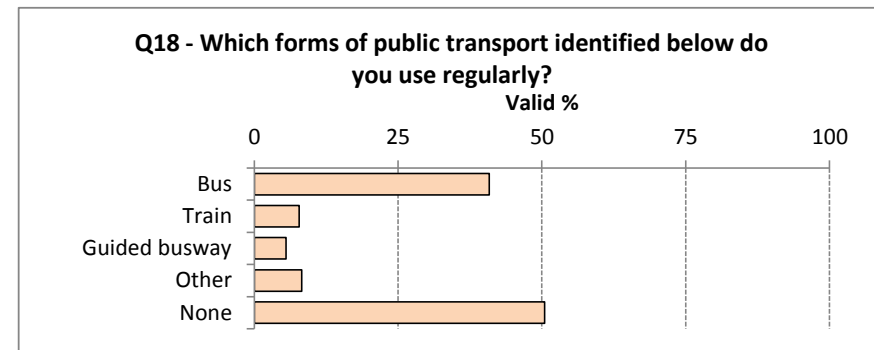
Q17 - Do you have any additional comments on the community transport service?

Analysis of repeat themes		Frequency	Percent	Valid percent
Valid	Drivers are friendly/helpful	35	14.6	35.4
	Good/useful service	20	8.3	20.2
	Important service	15	6.3	15.2
	Wouldn't leave house without it	7	2.9	7.1
	Difficult to get around without it	5	2.1	5.1
	Essential to get around	3	1.3	3.0
	Total no. of responses	99		
Missing		141	58.8	
Total		240		



Q18 - Which forms of public transport identified below do you use regularly? (please select all that apply)

	Frequency	Percent	Valid Percent
Valid			
Bus	89	37.1	40.8
Train	17	7.1	7.8
Guided busway	12	5.0	5.5
Other	18	7.5	8.3
None	110	45.8	50.5
Total no. of responses	218		
Missing	22	9.2	
Total	240		

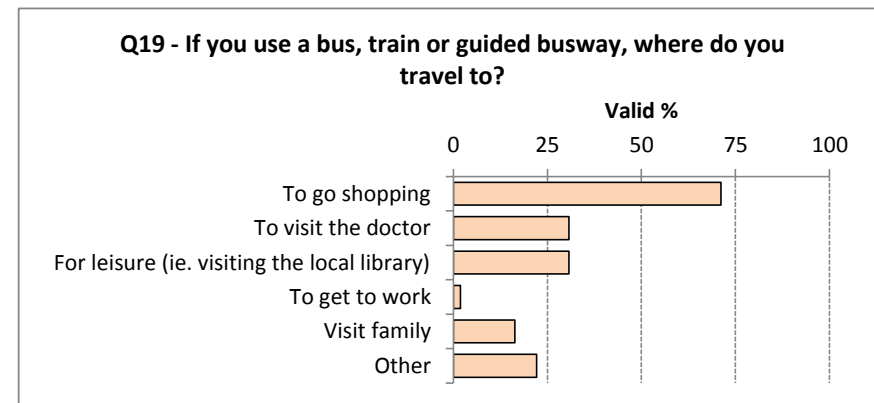


Q18a - If other, please specify:

	Frequency	Percent	Valid Percent
Valid			
Analysis of repeat themes			
taxi	5	22.7	33.3
lift from friend/family	5	22.7	33.3
Total no. of responses	15		
Missing	7		
Total	22		

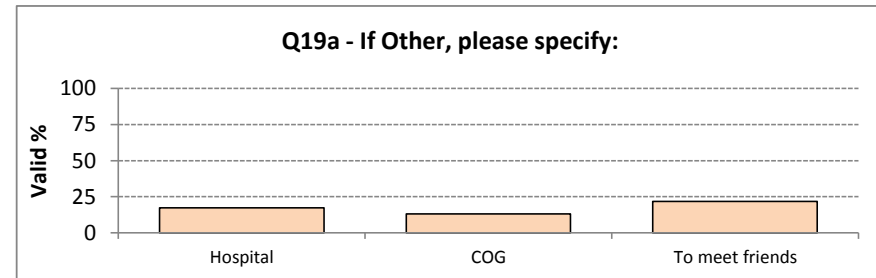
Q19 - If you use a bus, train or guided busway, where do you travel to? (please select all that apply)

	Frequency	Percent	Valid percent
Valid			
To go shopping	74	30.8	71.2
To visit the doctor	32	13.3	30.8
For leisure (ie. visiting the local library)	32	13.3	30.8
To get to work	2	0.8	1.9
Visit family	17	7.1	16.3
Other	23	9.6	22.1
Total no. of responses	104		
Missing	136	56.7	
Total	240		



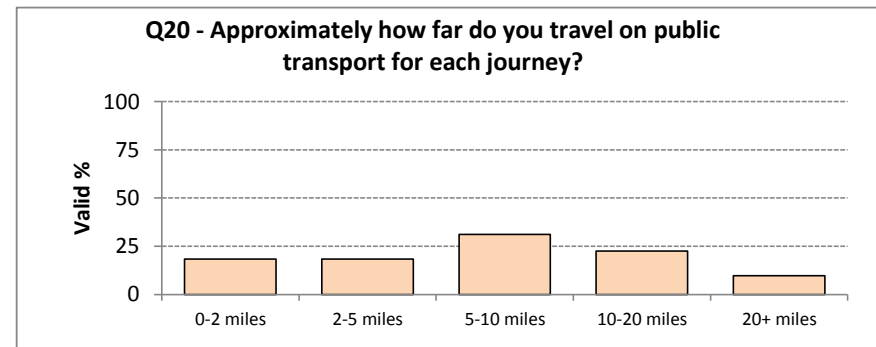
Q19a - If Other, please specify:

Analysis of repeat themes		Frequency	Percent	Valid Percent
Valid	Hospital	4	17.4	17.4
	COG	3	13.0	13.0
	To meet friends	5	21.7	21.7
	Total no. of responses	23		
Missing		0		
Total		23		



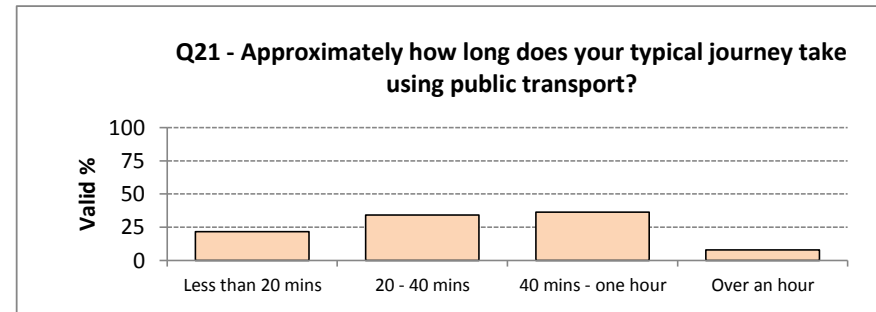
Q20 - Approximately how far do you travel on public transport for each journey? (one way) (please select one)

		Frequency	Percent	Valid Percent
Valid	0-2 miles	17	7.1	18.3
	2-5 miles	17	7.1	18.3
	5-10 miles	29	12.1	31.2
	10-20 miles	21	8.8	22.6
	20+ miles	9	3.8	9.7
	Total	93	38.8	100.0
Missing		147	61.3	
Total		240	100.0	



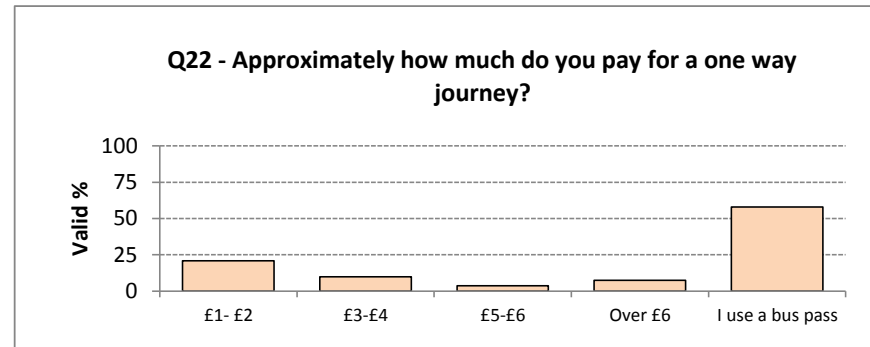
Q21 - Approximately how long does your typical journey take using public transport? (please select one)

		Frequency	Percent	Valid Percent
Valid	Less than 20 mins	19	7.9	21.6
	20 - 40 mins	30	12.5	34.1
	40 mins - one hour	32	13.3	36.4
	Over an hour	7	2.9	8.0
	Total	88	36.7	100.0
Missing		152	63.3	
Total		240	100.0	



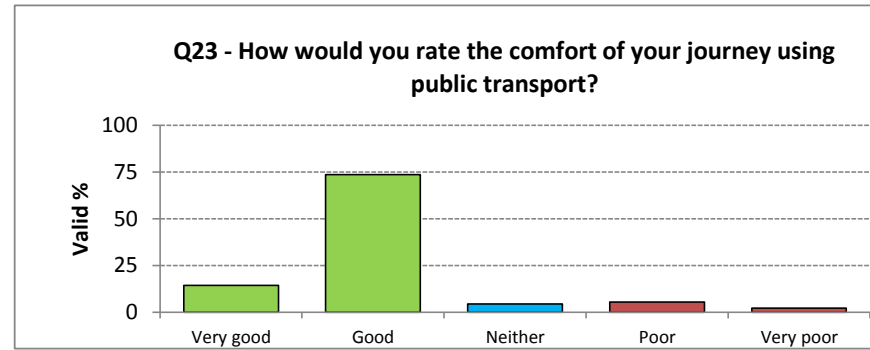
Q22 - Approximately how much do you pay for a one way journey? (please select one)

		Frequency	Percent	Valid Percent
Valid	£1- £2	17	7.1	21.0
	£3-£4	8	3.3	9.9
	£5-£6	3	1.3	3.7
	Over £6	6	2.5	7.4
	I use a bus pass	47	19.6	58.0
	Total	81	33.8	100.0
Missing		159	66.3	
Total		240	100.0	



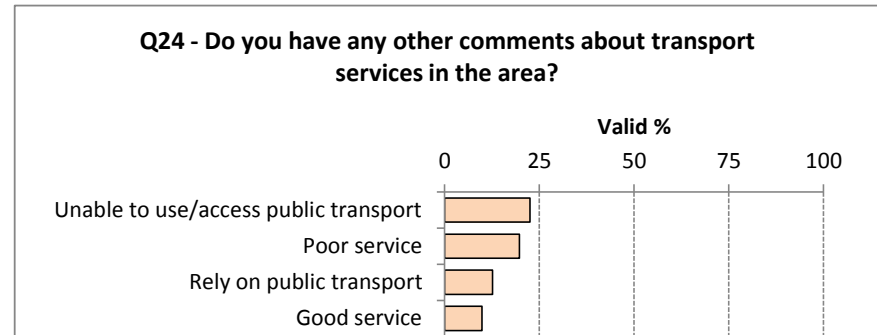
Q23 - How would you rate the comfort of your journey using public transport? (please select one)

		Frequency	Percent	Valid Percent
Valid	Very good	13	5.4	14.3
	Good	67	27.9	73.6
	Neither	4	1.7	4.4
	Poor	5	2.1	5.5
	Very poor	2	0.8	2.2
	Total	91	37.9	100.0
Missing		149	62.1	
Total		240	100.0	



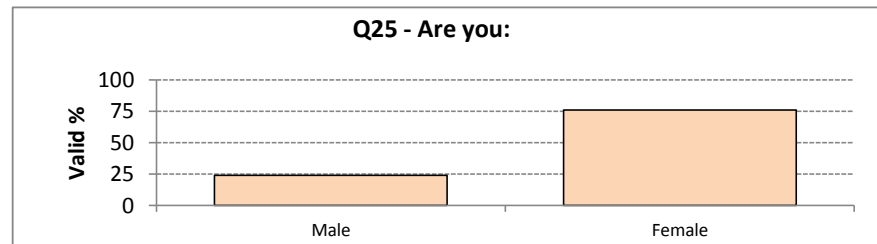
Q24 - Do you have any other comments about transport services in the area?

Analysis of repeat themes		Frequency	Percent	Valid Percent
Valid	Unable to use/access public transport	16	6.7	22.5
	Poor service	14	5.8	19.7
	Rely on public transport	9	3.8	12.7
	Good service	7	2.9	9.9
	Total no. of responses	71		
Missing		169	70.4	
Total		240		



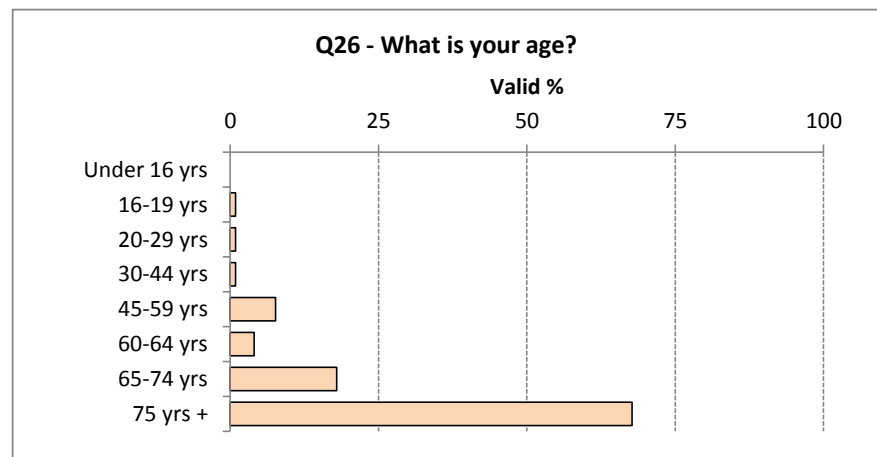
Q25 - Are you: (please select one)

		Frequency	Percent	Valid Percent
Valid	Male	52	21.7	24.1
	Female	164	68.3	75.9
	Total	216	90.0	100.0
Missing		24	10.0	
Total		240	100.0	



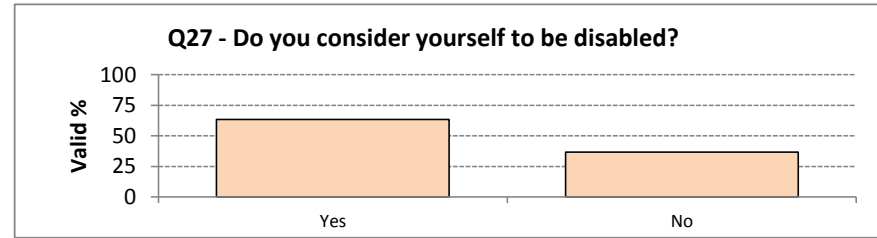
Q26 - What is your age? (please select one)

		Frequency	Percent	Valid Percent
Valid	Under 16 yrs	0	0.0	0.0
	16-19 yrs	2	0.8	0.9
	20-29 yrs	2	0.8	0.9
	30-44 yrs	2	0.8	0.9
	45-59 yrs	17	7.1	7.6
	60-64 yrs	9	3.8	4.0
	65-74 yrs	40	16.7	17.9
	75 yrs +	151	62.9	67.7
	Total	223	92.9	100.0
Missing		17	7.1	
Total		240	100.0	



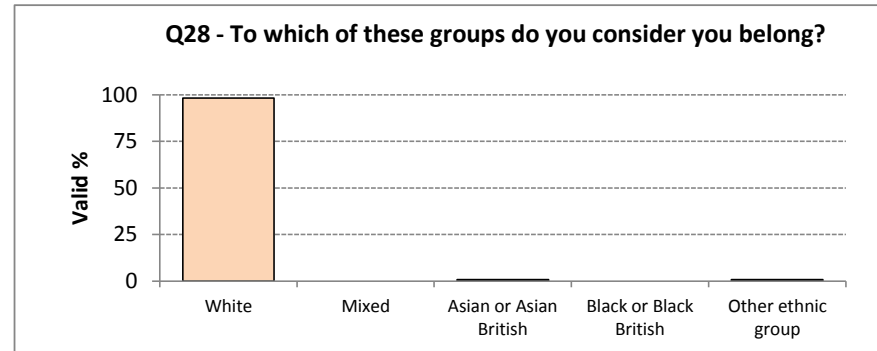
Q27 - Do you consider yourself to be disabled? (please select one)

		Frequency	Percent	Valid Percent
Valid	Yes	133	55.4	63.3
	No	77	32.1	36.7
	Total	210	87.5	100.0
Missing		30	12.5	
Total		240	100.0	



Q28 - To which of these groups do you consider you belong? (please select one)

		Frequency	Percent	Valid Percent
Valid	White	217	90.4	98.2
	Mixed	0	0.0	0.0
	Asian or Asian British	2	0.8	0.9
	Black or Black British	0	0.0	0.0
	Other ethnic group	2	0.8	0.9
	Total	221	92.1	100.0
Missing		19	7.9	
Total		240	100.0	



Q28a - If other, please specify:

		Frequency
Valid	I do not answer this type question	1
	Zorastrician	1
	Total	2

Q29 - Which of these activities best describes what you are doing at present? (please select one)

		Frequency	Percent	Valid Percent
Valid	Employee in full-time job (30 hours plus per week)	3	1.3	1.4
	Employee in part-time job (under 30 hours per week)	2	0.8	0.9
	Self employed full or part-time	1	0.4	0.5
	On a government supported training programme	0	0.0	0.0
	Full-time education at school, college or university	3	1.3	1.4
	Unemployed and available for work	0	0.0	0.0
	Permanently sick/disabled	48	20.0	21.7
	Wholly retired from work	151	62.9	68.3
	Looking after the home	9	3.8	4.1
	Doing something else, please state below	4	1.7	1.8
	Total	221	92.1	100.0
Missing		19	7.9	
Total		240	100.0	

