**Age UK North Tyneside Transport Survey**

We are currently conducting some research into public transport use in North Tyneside. We would really appreciate your time to answer some questions about this. If you have any questions about the research please contact 0191 2808484.

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| 1. **How do you travel to and from your daily activities?** |
| |  |  |  |  | | --- | --- | --- | --- | | Bus |  | Taxi |  | | Metro |  | On foot |  | | Car |  | Bike |  | | Train |  | Other |  |   If ‘other’ please tell us what other transport you use: |
| 1. **If you use public transport how satisfied with each of these aspects of using public transport?** |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  | **Very dissatisfied** | **Fairly dissatisfied** | **Neither satisfied or dissatisfied** | **Fairly satisfied** | **Very satisfied** | **Don’t know** | | **Length of journey time** |  |  |  |  |  |  | | **Frequency of service** |  |  |  |  |  |  | | **Condition of bus and train stops/ shelters** |  |  |  |  |  |  | | **Reliability of the service** |  |  |  |  |  |  | | **Information about public transport** |  |  |  |  |  |  | | **Cost of transport** |  |  |  |  |  |  | |
| 1. **How often do you use public transport?** |
| |  |  | | --- | --- | | Every day |  | | A few times a week |  | | A few times per month |  | | Once a month |  | | Less often |  | | Never |  |   If ‘Never’ please state why you do not use public transport? |
| 1. **What sort of journeys do you use public transport for?** |
| If Other please state:   |  |  | | --- | --- | | Getting to and home from work |  | | Shopping |  | | Visiting friends or family at their home |  | | Visiting friends or family at hospital |  | | Hospital appointments |  | | Other social activities |  | | Something else |  |   If ‘Something else’ please tell what else you use public transport for? |
| **5. How safe do you feel using public transport?** |
| |  |  | | --- | --- | | Very safe |  | | Safe |  | | Not very safe |  | | Not safe at all |  |       If you don’t feel safe using public transport, please could you tell us why not? |
| 1. **Do you find the transport in your area easy to get on or off?** |
| |  |  | | --- | --- | | Very easy to get on or off |  | | Somewhat easy to get or off |  | | Not easy to get on or off |  | | Not able to make use of transport at all |  |   If you experience problems getting on or off transport, please could you tell us why not? |
| 1. **If you could change one thing in relation to the transport you use what would it be?** |
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| 1. **What do you like most about using public transport in North Tyneside?** |
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| 1. **How often do you need to travel to a hospital, doctors or health centre for a medical appointment?** |
| |  |  | | --- | --- | | Every day |  | | A few times a week |  | | A few times per month |  | | Once a month |  | | Less often |  | | Never |  | |
| 1. **Do you feel there is a need for improvements to the hospital transport service?** |
| |  |  |  |  | | --- | --- | --- | --- | | Yes |  | No |  |     If yes, what improvements to hospital transport would you like to see? |

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| **To help us analyse our survey results we would appreciate some further information about you. These questions will not identify you individually and all your answers will remain confidential.** |
| |  |  |  | | --- | --- | --- | | **Do you have a long standing physical or mental health condition which limits your daily activities or the transport you can use?** | Yes |  | | No |  | | Prefer not to say |  | | **If yes, what, please could you tell us what sort of limitations you have?** | | | | **What is your current age?** |  | | | **What is the first half of your postcode?** |  | | |

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| **Please complete this section if you would like us to add your details to our database so we can keep you informed about other campaigns key events or research we take part in?** | | |
| How would you like us to contact you:   |  |  | | --- | --- | | By phone |  | | By post |  | | By email |  | | | |
| **NAME** |  | |
| **ADDRESS** |  | |
| **PHONE** | | **EMAIL** |

**Thank you for your time**

Please return this form to an Age UK North Tyneside member of staff at your most convenient contact point or return to us via post to:

Age UK North Tyneside, 13 Saville Street West, North Shields, NE29 6QP

Please contact us on 0191-2808484 if you have any questions relating to the survey or to request a pre-paid envelope to support the return of your completed survey.