

120 Line Research

How often do you use service 120 currently? (please tick one)

- ☐ 5 + days a week
- ☐ 3 - 4 days a week
- ☐ 1 - 2 days a week
- ☐ Once a fortnight
- ☐ About once a month
- ☐ Within the last year
- ☐ More than year ago
- ☐ First time user

How satisfied are you with knowing where to board and alight when travelling on the 120 bus service? (please tick one)

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

What makes you feel satisfied / dissatisfied with knowing where to board and alight when travelling on the 120 bus service?

Has the audio-visual equipment had an impact on how often you use the 120 the service? (please tick one)

- ☐ Yes - I am using more often
- ☐ Yes - I am using less often
- ☐ No

Overall how do you feel about the availability of the audio-visual equipment? (please tick one)

- ☐ It is useful to me
- ☐ It is not useful to me
- ☐ I don't have an opinion
- ☐ Don't know / unsure

What makes it useful / not useful to you?

On a scale of 0-10 with 0 being least likely and 10 being most likely, how likely would you be to recommend the 120 service to friends and family

Score: _____

Please explain your score:

What age category do you belong to? (please tick one)

☐ 16-17

☐ 18-24

☐ 25-34

☐ 35-44

☐ 45-54

☐ 55-59

☐ 60-64

☐ 65-74

☐ 75+

☐ Prefer not to say

**Do you consider yourself to have a disability or long term health condition
which affects the way you travel?**

☐ Yes

☐ No

Which, if any, of the following relate to your disability/health condition?

(please tick one)

- ☐ Mobility related
- ☐ Visual related
- ☐ Hearing related
- ☐ Hidden disability
- ☐ Learning disability
- ☐ Mental health condition
- ☐ Speech / language impediment
- ☐ Prefer not to say
- ☐ Other – please specify: _____

Which of the following describes how you think of yourself?

- ☐ Female
- ☐ Male
- ☐ In another way
- ☐ Prefer not to say