

Customer Satisfaction Survey



BUSABOUT
Wagga

Have your say by completing the form and submit by:

Fax: 6921 7661

Email: office@busaboutwagga.com.au or hand to one of our drivers.

How satisfied are you with

Room for Improvement

Very Satisfied

- | | | | | | |
|------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Cleanliness of the bus | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| Driver attitude and helpfulness | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| Reliability of the bus | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| Rate your local bus stop | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| Ease of getting on and off the bus | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| Internet | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| Bus Stop/Shelter | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |

How do you find out bus information

- From Bus Depot by phone From a Printed timetable
 Word of Mouth Other

If you travel on the bus:

Which route do you normally use?

- 960 961 962 963
 964 965 966 967

To

From

How frequently do you travel?

I use the bus

- Most days Once a month
 Once a week Never

Time of travel

- 7:00am to 9:00am
 9:00am to 12:00pm
 12:00pm to 3:00pm
 3:00pm to 5:00pm
 5:00pm to 6:00pm

Which is your main usual ticket type?

- Adult
 Concession
 Child
 Regional Excursion Daily

I mainly use the bus to go

- to work
 to school
 shopping

Other

Suggestions:

If you would like to be contacted:

Name

Phone

Email