

OXTRAG

Ensuring accessible transport and access for disabled people in Oxfordshire

Oxfordshire Transport and Access Group (OXTRAG) are sponsored by Oxfordshire County Council to improve public transport across the County for disabled people. One of the initiatives that OXTRAG carries out is providing feedback from disabled passengers when travelling on bus routes across Oxfordshire. Please remember to be discrete when carrying out this exercise.

This survey should be completed in journey sequence.

1	Date of journey	
2	Location of bus stop with stop number or name:	
3	Time:	
4	Service Route Number:	
5.	Was the bus stop easily accessible? If not accessible can you briefly explain why not:	Yes/No
6	Did you have a long journey to the bus stop?	Yes/No
7	Did you experience any difficulties getting to the stop? If so please explain why:	Yes/No
8	Was the route number and destination display on the vehicle easy to read? If not please explain why not:	Yes/No
9	Was the bus stop easy to use? If not, why not?	Yes/No
10	Was the wheelchair space easily accessible and clearly marked?	Yes/No
11	Did the driver look at you and listen to you when talking?	Yes/No
12	Did the driver lower the step to make it easier to get on/off the bus?	Yes/No

13	Did the driver offer any special help to you? (e.g. deploy a ramp)	Yes/No
14	Did the driver allow passengers to take their seat before driving away?	Yes/No
15	Was your journey comfortable? If not how could the design of the vehicle be improved to make your journey easier:	Yes/No
16	Which stop and location did you get off? : Was the stop accessible – if not why not:	Yes/No
17	Did the bus driver announce stops to you or to anyone else who asked to be told when the bus had reached the right stop?	Yes/No
18	Are there any other comments you would like to make?	

Thank you for completing this 'customer feedback form'. It will help us to make Oxfordshire public travel experience more pleasant and easier in future for disabled people.

Name:	Date:
-------	-------

Please send your completed form to: Shirley McAneny, Oxfordshire County Council, Speedwell House, Speedwell Street, Oxford OX1 1NE

Or email to: Shirley.McAneny@Oxfordshire.gov.uk