

Q4

Appendix C

- 1 Not sure
- 2 Services are still the same as when this terminal was built people travel further now for schools needs more cross country routes/ that's it
- 3 Not sure
- 4 Listening to people/ staff and drivers + general public/ that's it
- 5 Testy bus shouldn't be allowed to run a service/ general quality of driving is very poor/ thatsall
- 6 Listen to the drivers they know more about the routes than management/ that's all
- 7 No
- 8 Nothing, it's not perfect but it fine.
- 9 Dk
- 10 More frequent buses lower fare/ and good road access/ that's all
- 11 Fares need to be more affordable/services shouldn't be run just as a profit needs to be run for passengers/ that's all
- 12 Not sure
- 13 No idea
- 14 The bus station needs a decent Manager who knows what he is doing/ that's all
- 15 Service for passengers not profit/ that's all
- 16 Provide a decent bus service for passengers not just think about profits/ that's all
- 17 Timings are totally wrong route no.9/that's it
- 18 Better more reliable buses that effects everything/reduce the fare bring back more customers/ that's all
- 19 None
- 20 None
- 21 420a runs a minute before so need to take away bus or redo bus times
- 22 Listen to drivers
- 23 Better buses and get. Timetables changed so that drivers can meet the requirements to the timetable.
- 24 Nothing
- 25 Routs how many buses on each some routes swamped and some only one an hour
- 27 Listen to drivers and passengers to get maximum benefit don't service Edinburgh way lots ask for it
- 28 Cover most of it but put a bus on to Edinburgh way
- 29 Good now
- 30 Cover more areas of town quite poor like industrial estate area and outskirts of town
- 31 End buses where people need instead of routes covered by other companies
- 32 Listen to the drivers more/ removed routes after we said not to then had to put them 6 months later/ that's it
- 33 Wash their buses/they don't look very inviting/ that's all
- 34 Not sure
- 35 Listen to the drivers/ change the timetables to reflect running times/that's all
- 36 Nothing
- 37 Listen to the passengers needs
- 38 Listen to passengers more take tgeir views into consideration and listen to drivers
- 39 Ok as it is for the most part
- 40 Bad car parking delays buses come up to date with ticketing machines use oysters etc
- 41 Continue the good service particular with later at night for workers and passengers after 10pm
- 42 Council sort out parking in certain areas at bus stops
- 43 Everything someone looking at routes timings get lost
- 44 Nothing quite good
- 45 Listen to needs on route mapping they want
- 46 More communication between arriva and passengers and drivers more reliable buses
- 47 Wash buses as washer broken info service have an arriva employee
- 48 It's ok as is
- 49 Night services can't get home after 1045pm poor service reliability
- 50 Spend more on reliability
- 51 Railway station buses on Sunday