



Public Bus User Survey Report

February 2014

Purpose of the Survey

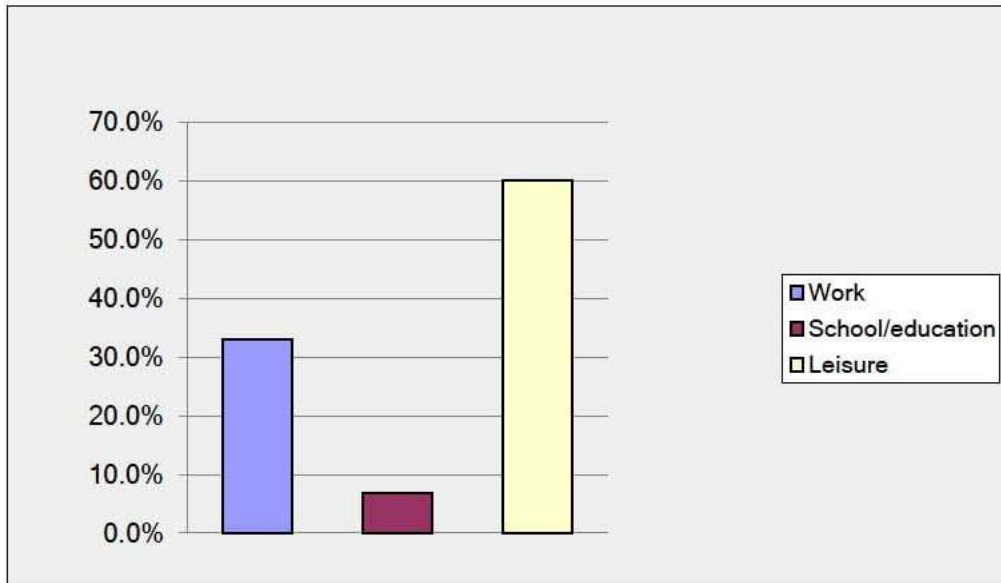
The public bus services which operate on behalf of Orkney Islands Council will continue until the end of 2014 with new services commencing in January 2015.

The survey was carried out in order to investigate public opinion of local bus services in Orkney and how the services could be delivered more effectively and provide a better bus service.

The survey was made available on-line via Survey Monkey and paper copies were also available from Orkney Island's Council Customers Services at Kirkwall and Stromness and Kirkwall Travel Centre. Paper copies were sent to the isles and were also available by post if requested.

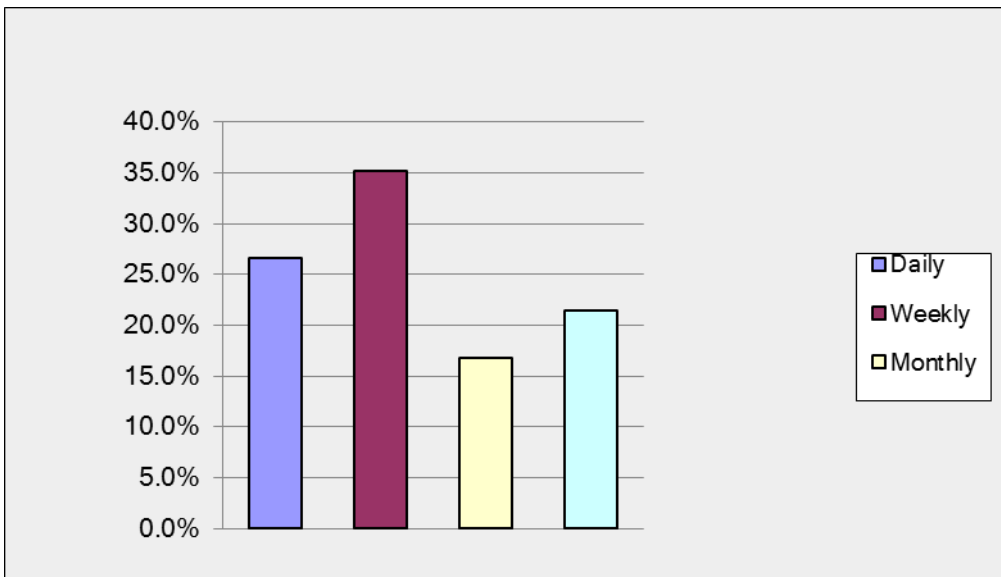
The survey accumulated a total of 371 responses (38 paper copies) over six weeks and the volume of completed surveys received suggests strength of feeling around the bus service generally.

Question 1: What is the main purpose of your journey?



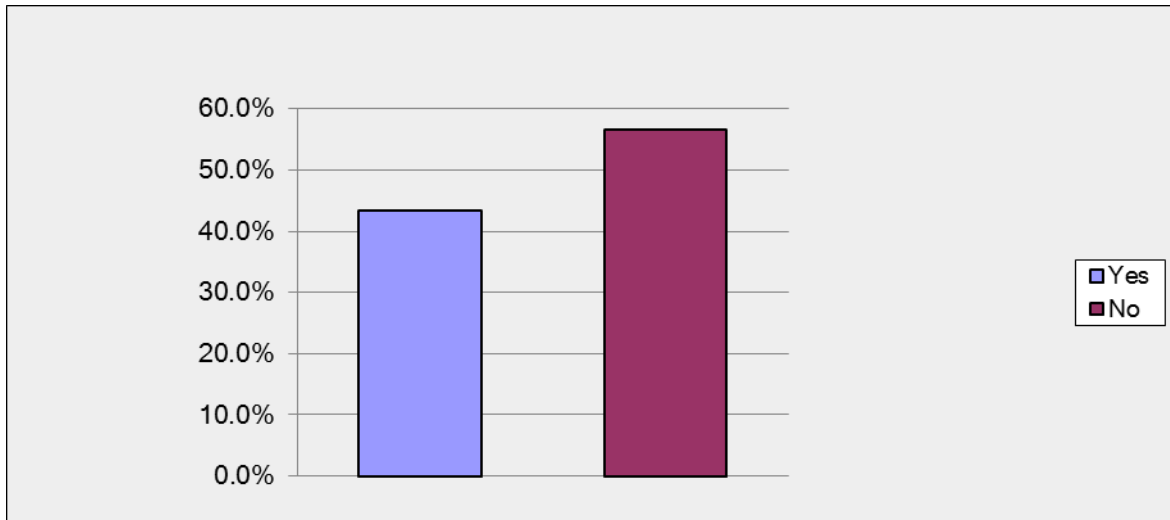
- 33% of respondents reported work as the main purpose of their journey.
- 6.9% of respondents reported school/education as the main purpose of their journey.
- 60.1% of respondents reported leisure as the main purpose of their journey.

Question 2: How frequently do you travel?



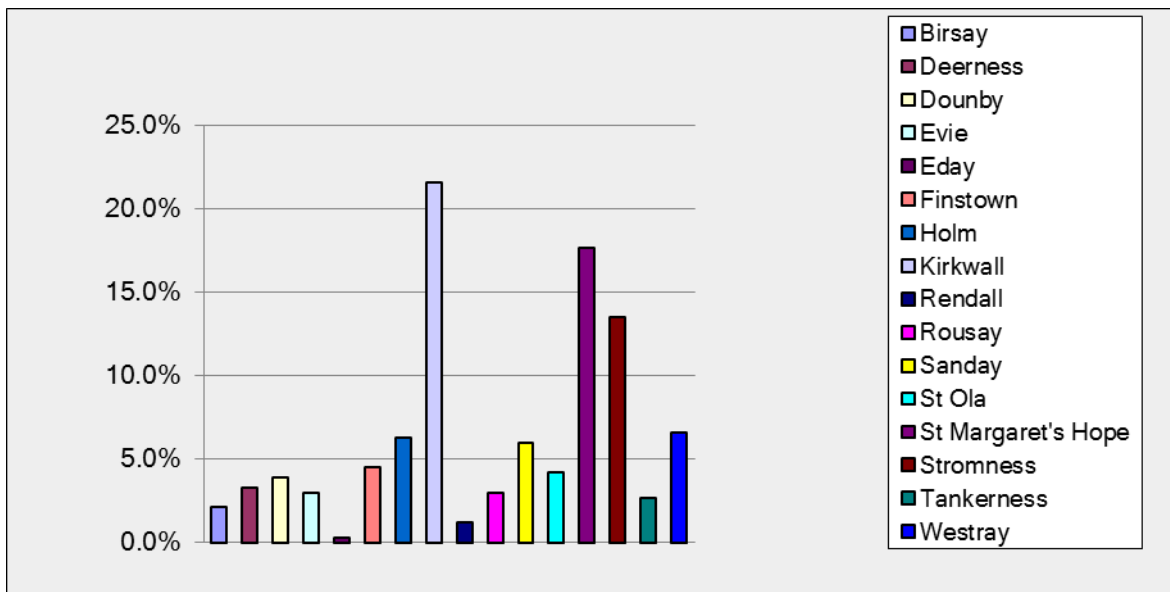
- 26.6% of respondents reported that they travelled daily.
- 35.2% of respondents reported that they travelled weekly.
- 16.8% of respondents reported that they travelled monthly.
- 21.4% of respondents reported that they did not travel very often.

Question 3: Does your local service meet your needs?



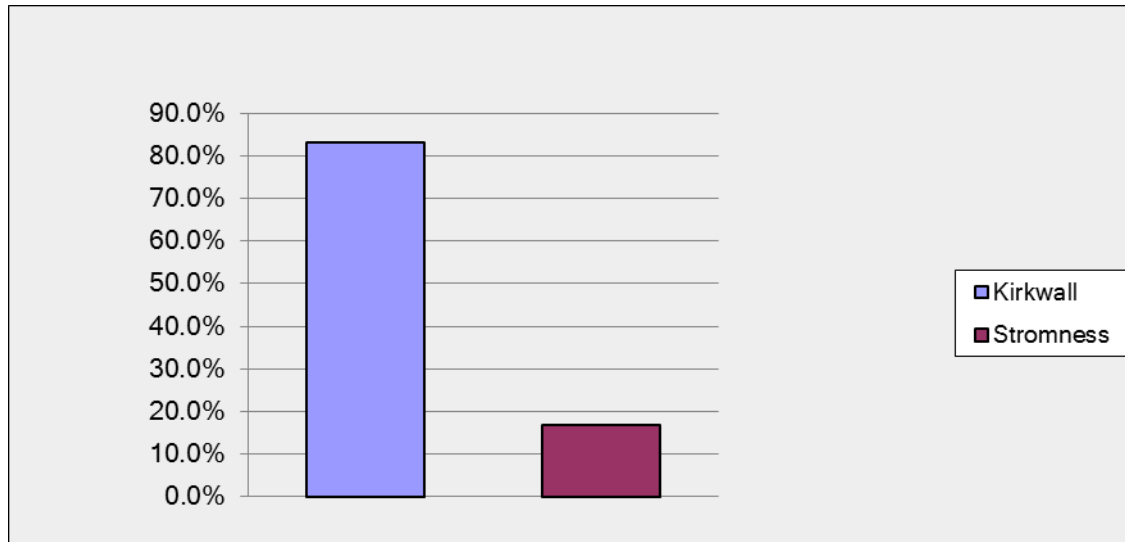
- 43.4% of respondents reported that the service met their needs.
- 56.6% of respondents reported that the service did not meet their needs.
- There was also an opportunity for respondents to explain why they felt the service did not meet their needs.

Question 4: Where do you live?



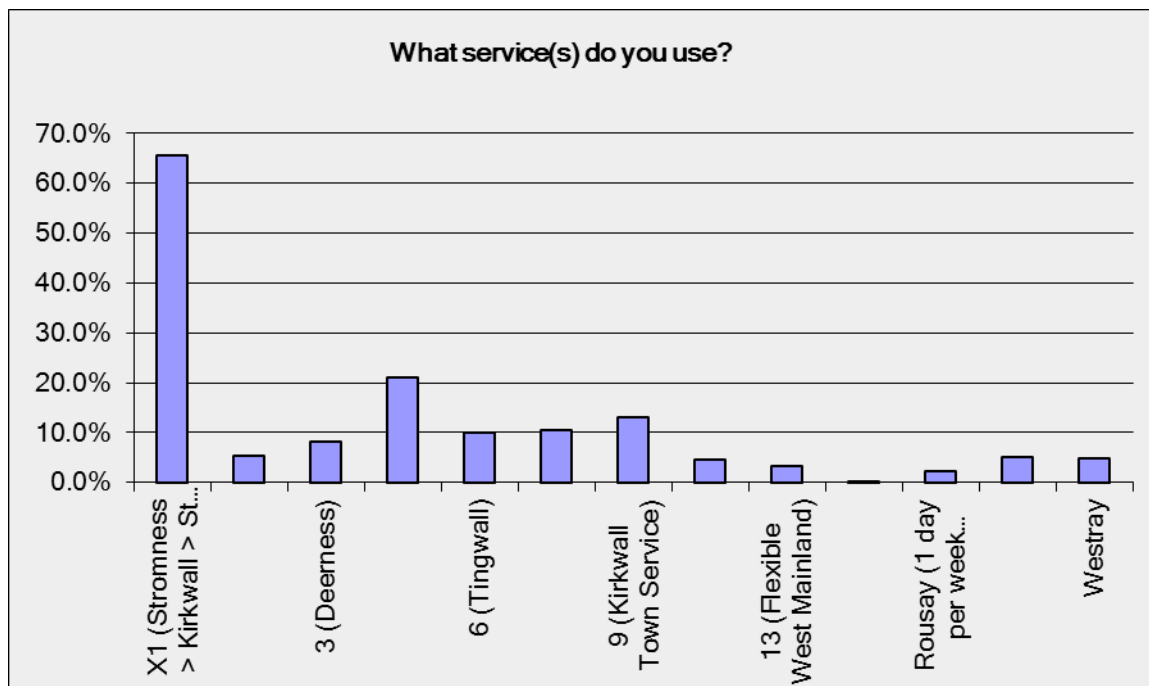
Birsay	2.1%	Rendall	1.2%
Deerness	3.3%	Rousay	3.0%
Dounby	3.9%	Sanday	6.0%
Evie	3.0%	St Ola	4.2%
Eday	0.3%	St Margaret's Hope	17.7%
Finstown	4.5%	Stromness	13.5%
Holm	6.3%	Tankerness	2.7%
Kirkwall	21.6%	Westray	6.6%

Question 5: Where are you travelling to?



- Kirkwall 83.2%
- Stromness 16.8%

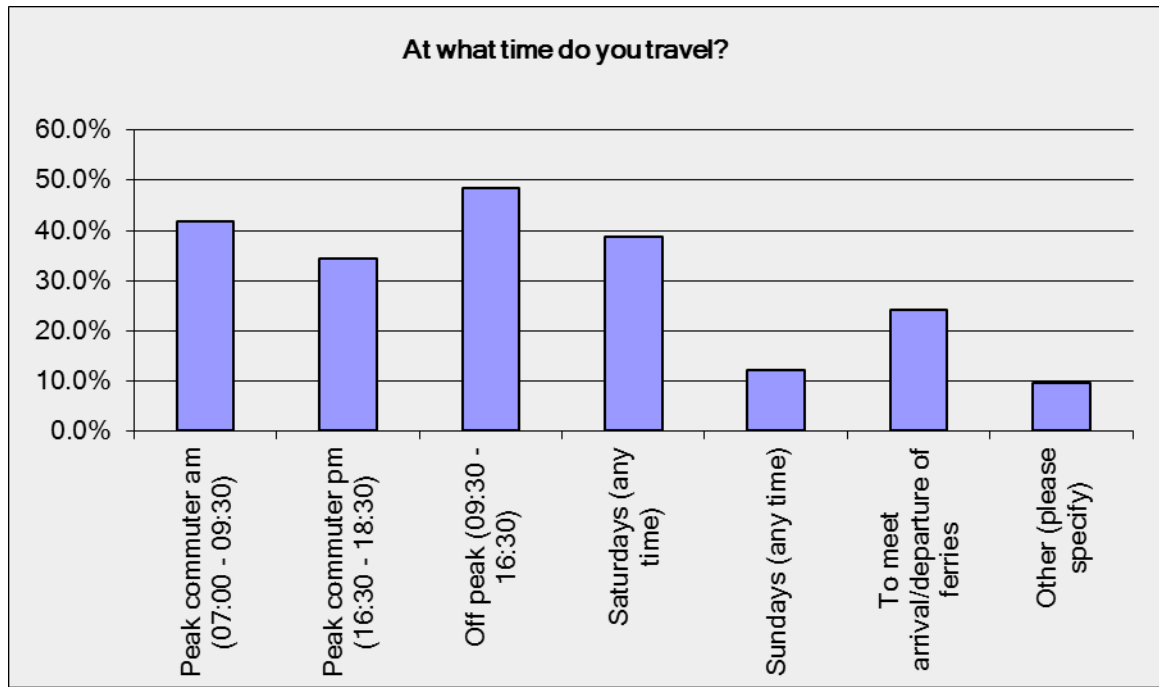
Question 6: What service(s) do you use?



X1 (Stromness > Kirkwall > St Margaret's Hope (Commercial Service)	65.6%
2 (Houton)	5.4%
3 (Deerness)	8.1%
4 (Airport)	21.1%
6 (Tingwall)	10.0%
7/8 (Kirkwall > Dounby > ...)	10.6%
X10 (Ferry Link)	4.6%
13 (Flexible West Mainland)	3.3%
Eday (1 day per week service)	0.3%
Rousay (1 day per week service)	2.2%
Sanday	5.1%

Stromness			
9 (Kirkwall Town Service)	13.0%	Westray	4.9%

Question 7: At what time do you travel?

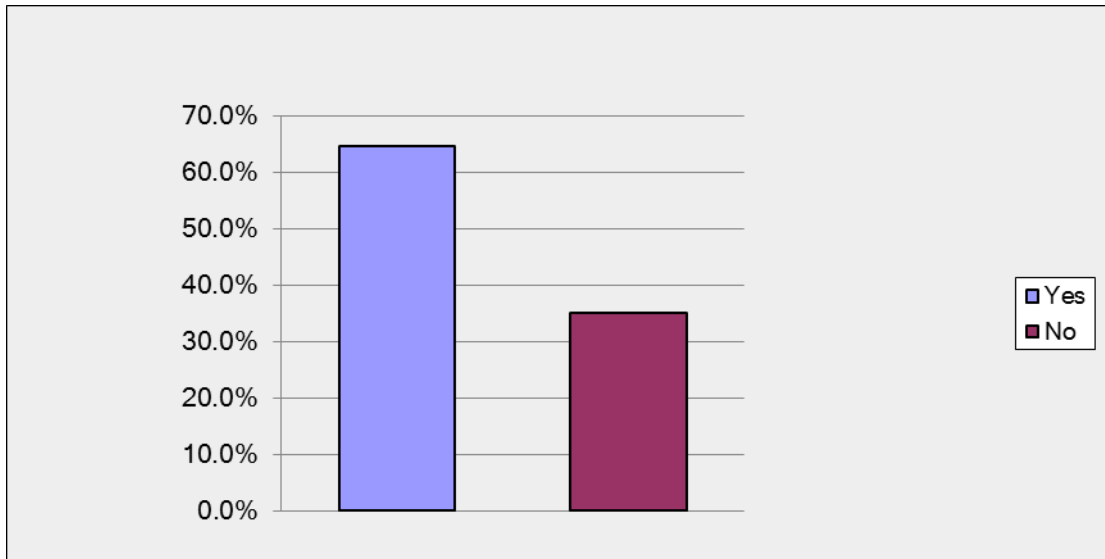


Peak commuter am (07:00 - 09:30)	41.7%
Peak commuter pm (16:30 - 18:30)	34.4%
Off peak (09:30 - 16:30)	48.5%
Saturdays (any time)	38.8%
Sundays (any time)	12.2%
To meet arrival/departure of ferries	24.1%
Other (please specify)	9.5%

Question 8: How would you change the bus service(s) in your area?

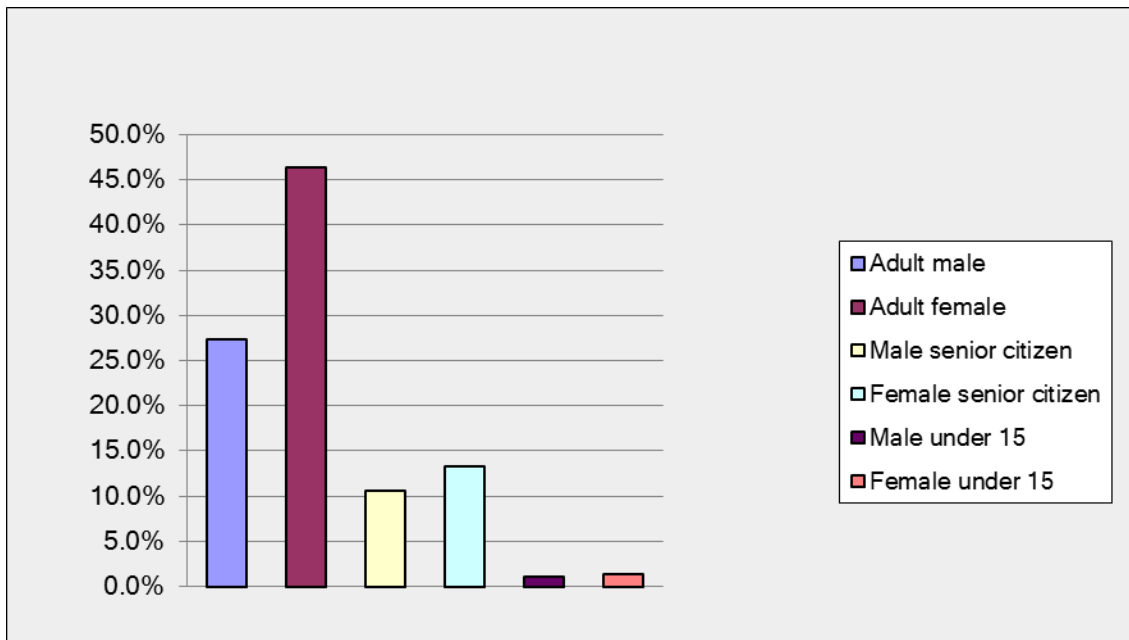
There was an opportunity for respondents to explain what changes they felt could be carried out to change the bus service.

Question 9: Do you have access to a car?



- 64.8% of respondents reported that they did have access to a car and
- 35.2% of respondents reported that they did not have access to a car.

Question 10: About you



Adult male	27.4%
Adult female	46.3%
Male senior citizen	10.6%
Female senior citizen	13.3%
Male under 15	1.1%
Female under 15	1.4%