

Rushton Community Minibus Passenger Survey Results - Comments February 26

Passenger Survey Results - Ratings	
Regular (Registered Route) Shopping Trips	5.0
Great Oakley Aldi & Morrisons (Monday)	5.0
Corby, Asda & The Peal Centre Corby (Friday)	5.0
Community Trips	4.7
Rushden Lakes	4.8
Farndon Fields	4.8
Rushton Film Nights	5.0
Lighthouse Theatre	5.0
Barnsdale Gardens	4.0
Crocodile Farm Huntingdon	4.5
Beckworth Emporium	5.0
Welland Vale Garden Centre	4.5
Minibus & Drivers	4.5
Comfort	3.8
Cleanliness	4.3
Punctuality	4.9
Drivers	5.0
Total Overall Score	4.5

Passenger Comments

Registered Routes.

Please provide any comments you would like to make about these services.

- *"Drivers are very good and helpful, thank you all for your time".*
- *"Drivers all very helpful The stops are very close to where we live so very convenient".*
- *"Very Good Service"*
- *The services are excellent, on time, drivers helpful and drop passenger off near to their homes"*
- *Very Helpful to have this regular trip"*
- *Both services are great"*
- *All the drivers are very good helping with the shopping on and off the bus and to my door very much appreciated"*
- *Always a feel safe feeling, the drivers and they always help and are very friendly"*

Community trips.

Please provide any comments you would like to make about these services:

- *"Farndon Fields is the best but all very good".*
- *"WE are always looked after; The Drivers are excellent".*
- *"Rushden Lakes is a good place to do special shopping, and I go regularly. Its good because you can spend a bit of time on your own then meet up with friends for a drink before coming home. Farndon fields is lovely a bit of shopping and these with friends for breakfast".*
- *"Good community spirit and much better than going yourself. No problems with parking at the lakes".*
- *"Farndon Field love that one! Rushden Lakes needs good weather so that you can sit outside".*
- *"Really enjoy Farndon Fields and looking forward to a trip to Rushden Lakes in the future".*
- *"Rushden Lakes more summer trips please".*
- *"Community trips are excellent people are well catered for".*

Minibus & Drivers

Please provide any comments you would like to make about these services:

- *"Very grateful to all drivers".*
- *" Drivers do a very good job, looking after passengers, always on time".*
- *"Always very helpful".*
- *"All the drivers are so friendly caring and thoughtful. They take great care of everyone".*
- *"We love our drivers they are all very helpful".*
- *"It is just brilliant in every respect".*
- *"Always clean and comfortable, drivers excellent, always on time, drivers very helpful".*
- *"Can not fault drivers so helpful carrying shopping to home, they are stars".*
- *"A very grateful thanks to all drivers who give up their time voluntarily, much appreciated by all".*

The community spirit amongst your fellow passengers

Please provide any comments you would like to make about these services: -

- *"Everybody enjoys these trips. Meeting people and getting out of the village".*
- *"Enjoyable company and enjoying the lunch at Farndon Fields arranged by Joy".*
- *"Always look forward to the trips and catching up with friends".*
- *"Sometimes hear about things I have missed by not being on Face Book".*
- *"Service is excellent".*
- *"We have a good crowd on the minibus, there is always something to talk about and we have a laugh".*
- *"I love being in the company of the other passengers, always a pleasant experience, great community spirit".*
- *"I love it. Thank you, especially to Mike and Joy, they are doing fantastic work. I am quite good at living alone, but I am never lonely in Rushton. The minibus trips give me great pleasure – time with friends, time when I can relax and enjoy myself and be looked after; something which I value greatly, as it's usually me looking after other people."*
- *"Enjoy the sense of community, everybody talks to you, and you get to know new and old residents of the village".*
- *"Good spirit amongst all".*
- *"Great community spirit. Mike always helps with our shopping at Farndon Fields".*
- *"We are all very friendly and it makes for a good trip to wherever we are going".*
- *"An excellent service, a happy and reliable fun outing".*

Please tell us what we could do better.

Please provide any comments you would like to make:

- “As far as I’m concerned this is an excellent service and we are very lucky to have it”.
- “I think you are doing very well, thank you”.
- “Nothing”.
- “Don` t think you can do any better”.
- “You are doing a great job Mike and Joy are a great team, much appreciated”.
- “Nothing – All shopping experiences covered and plans for new trips are excellent”.
- “Don` t know, you do good already”.
- “Nothing really, it`s covered already”.