joining up journeys SPT bus

**Subsidised demand responsive transport services and Dial-a-Bus comment card. Please take a few minutes to fill in this postcard as SPT values your comments.**

## About your journey

**What service number are you travelling on?**

**What was your scheduled pick up time?**

Pick up point?

**What time did the bus arrive at the pick up point?**

**How did you find the person taking your booking?**

Very helpful ☐ Average ☐ Unhelpful ☐

**If we were unable to book your requested time, were you offered an alternative?**

Yes ☐ No ☐

**What is the purpose of your journey?**

**How often do you use this service?**

Daily ☐ Weekly ☐ Monthly ☐ Less often ☐

**How did you find obtaining information about this service?**

Easy ☐ Average ☐ Difficult ☐

Other comments:

## About the vehicle

**Did the vehicle stop at a point viewable from your house?**

Yes ☐ No ☐

**How did you find boarding the bus?**

Easy ☐ Difficult ☐

**How would you rate the cleanliness of the vehicle?**

Excellent ☐ Average ☐ Poor ☐

**How did you find the driver?**

Helpful ☐ Average ☐ Uncooperative ☐

**Other comments:** .....

.....

.....

## Service improvements

**Are you happy with the current timetable and operational area?**

Yes ☐ No ☐

If not, please give summary details:

.....

.....

.....

.....

## Customer details

**Please supply contact details below. This information is protected by the Data Protection Act.**

Name: .....

Address: .....

Signature .....

Date .....

**Data Protection Act 1998**

Under the terms of the Data Protection Act 1998 ("the Act"), Strathclyde Partnership for Transport, as data controller, is required to provide you, the data subject, with notice of the kind of data that we will be/are processing about you, the purposes for which we will be/are processing your data, the source of the data that we process and third parties to whom we may transfer your data.

**We process the following personal data:**

- personal details such as name, address and date of birth
- details relating to health

**We process the above data for the following purposes:**

- to develop new and improve existing subsidised bus services
- to monitor the effectiveness and efficiency of subsidised bus services
- market research and analysis

**In carrying out the above purposes we may transfer personal data relating to you to the following third parties:**

- unitary authorities
- Scottish Executive
- Traffic Commissioner

We require your explicit consent to process such data. Accordingly, you should be aware that by signing the application form you are providing your explicit consent for us to process your personal data for the purposes outlined above.

As data subject, you have a number of rights under the Act in relation to the data which we process. One of these rights is a subject access right. In effect this means that you have the right to have a copy of the data which we process about you which is held in our computer records and also some data which is held in our manual records. If you want to exercise your right of subject access, or if you have any other data protection queries relating to subsidised bus services please contact the Data Protection Officer.