

Uppingham Hopper Survey – January 2019

1. Have you used the Hopper in 2018?

Yes 42%

No 58%

2. If yes, how do you rate the service you received?

Excellent 69%

Very good 25%

Good 6%

Fair 0%

Poor 0%

3. How could the service be improved?

- More out of hours use
- Disappointing take up on hourly service
- Include new housing on west when built
- Haven't used it enough to comment
- Charge a nominal fee – 50p or £1
- Saturday service, if possible
- Better communication on the service
- Difficult to see how
- Already a great service
- Fantastic resource – encourages reducing parking
- None
- More relief drivers
- Ensure it can carry on in the future
- Hailing a ride
- Better trolley access
- Lovely friendly drivers
- Good already

4. If you have not used the Hopper, what changes would encourage you to do so?

- We will use it as we get older
- Hopper provides vital service for those using it
- I live very close to the centre
- Use it for private hire
- Lift for wheelchair users
- Advertise that it is “free”
- Would rather walk at present
- None x3
- Direct service to town ie more vehicles. I would pay
- Will not use it while I can drive x2
- Leave it as it is
- Will use it as I age
- Route change