

"It makes the difference between staying in and going out."



97.5%

would recommend hoppa to family and friends

67%

OF RESPONDENTS WERE OVER 80



5 out of 10 use hoppa for getting to a medical appointment

Over 80% said the reliability of the service, helpfulness and friendliness of drivers was **Excellent**

56%



said hoppa is **EXCELLENT** at meeting their needs overall

Overall level of service - 4.7 stars out of 5



TOP 5

Reasons why people start to use hoppa...

- > No other transport or unreliable bus service
- > Health
- > Recommended by a friend
- > Convenience
- > Gave up driving

Words most commonly used to describe what hoppa means to respondents...

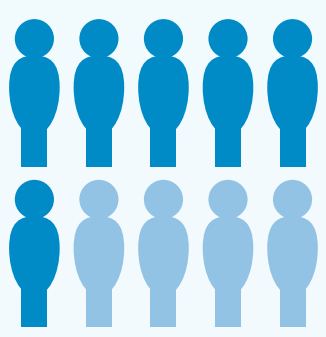
Freedom and independence

Lifeline

PEACE OF MIND

Everything

Reliability



6 out of ten use hoppa to take them shopping

Most popular suggestions for improvements...

- Nothing - continue the service as it is
- Option to travel further afield
- More availability
- Accept bus passes

✓ 38% RATE THE CONDITION OF THE BUSES AS GOOD

"I think this is a wonderful service and I use it as often as I can, but there have been weeks when I have not been able to access the service at all - due to availability."

"It would be marvellous if service went a little further, especially to Frimley Park Hospital."

"I am well pleased by what is on offer but would welcome further expansion of service to offer further afternoon timings currently devoted to schools use and pupil transport."

55% describe the availability of their preferred time of travel as **Good** or **Fair**



100% of respondents said the politeness and efficiency of office staff was **Good** or **Excellent**

55% OF RESPONDENTS **LIVE ALONE**

"Independence to shop, go to doctors and hospital. I don't have to bother friends to help me."

