



Community Group

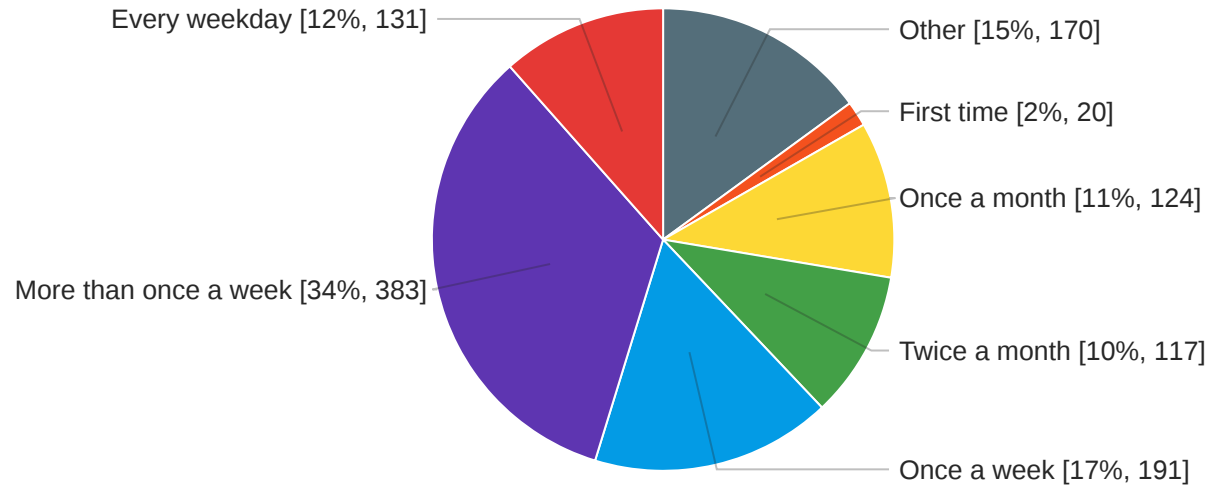
Hop Skip & Jump Community Bus Service

Survey Results - June 2022

REPORT SUMMARY

- The Good for Manly community group conducted key stakeholder engagement to better understand users of the popular Hop Skip & Jump community bus service from **Tuesday 7th June, 2022 through to Sunday 26th June, 2022**
- This included a survey that included 12 questions incorporating a mix of quantitative data and qualitative open ended questions to enable members of the community to freely express their opinions
- The survey was promoted through:
 - a. Media coverage in the Northern Advocate, Manly Observer, Manly Community News, Northern Beaches Review, Tawny Frogmouth publications
 - b. Awareness through social media channels including Facebook, Instagram and LinkedIn
 - c. Engagement with leaders from key businesses located on the HSJ bus routes
 - d. Engagement with local schools, churches and community groups who rely on the Hop, Skip & Jump community bus service to connect locals with their services
 - e. Engagement by volunteers with passengers on various Hop Skip & Jump community bus services during the survey period
- A total of **1135 responses** were received
- **92% of respondents were extremely satisfied** with the service with a further **76% extremely likely to recommend the service** to a friend or visitor to Manly
- In the dedicated qualitative question (Q12) empowering open comments, we **received over 600 responses**
- This report contains all key data, insights and analysis extracted from the completed survey data

Q1 - How often do you catch the Hop Skip & Jump bus? (1136 responses)



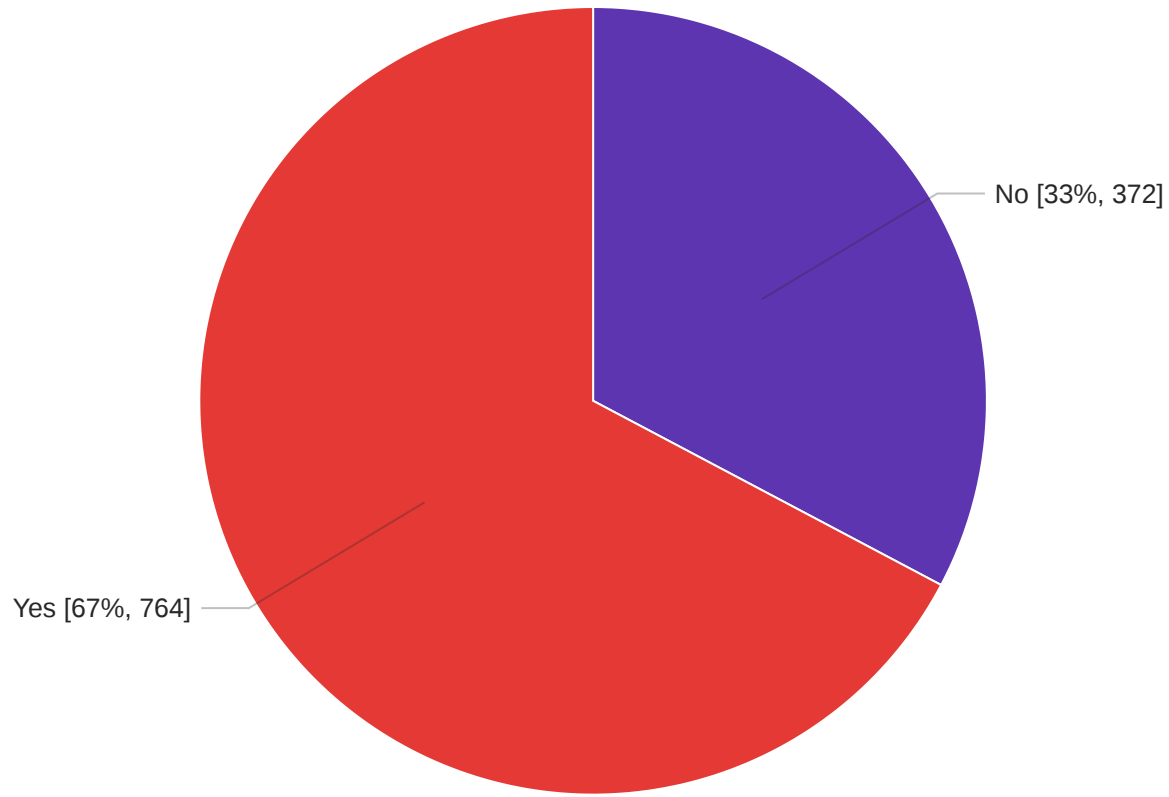
● Other
 ● First time
 ● Once a month
 ● Twice a month
 ● Once a week
 ● More than once a week
 ● Every weekday

170 responses were recorded in the **"other"** response category
 112 [open comments](#) received in the **"other"** response category were further analysed with data summary per the table on the right

"Other" response category open comments analysis

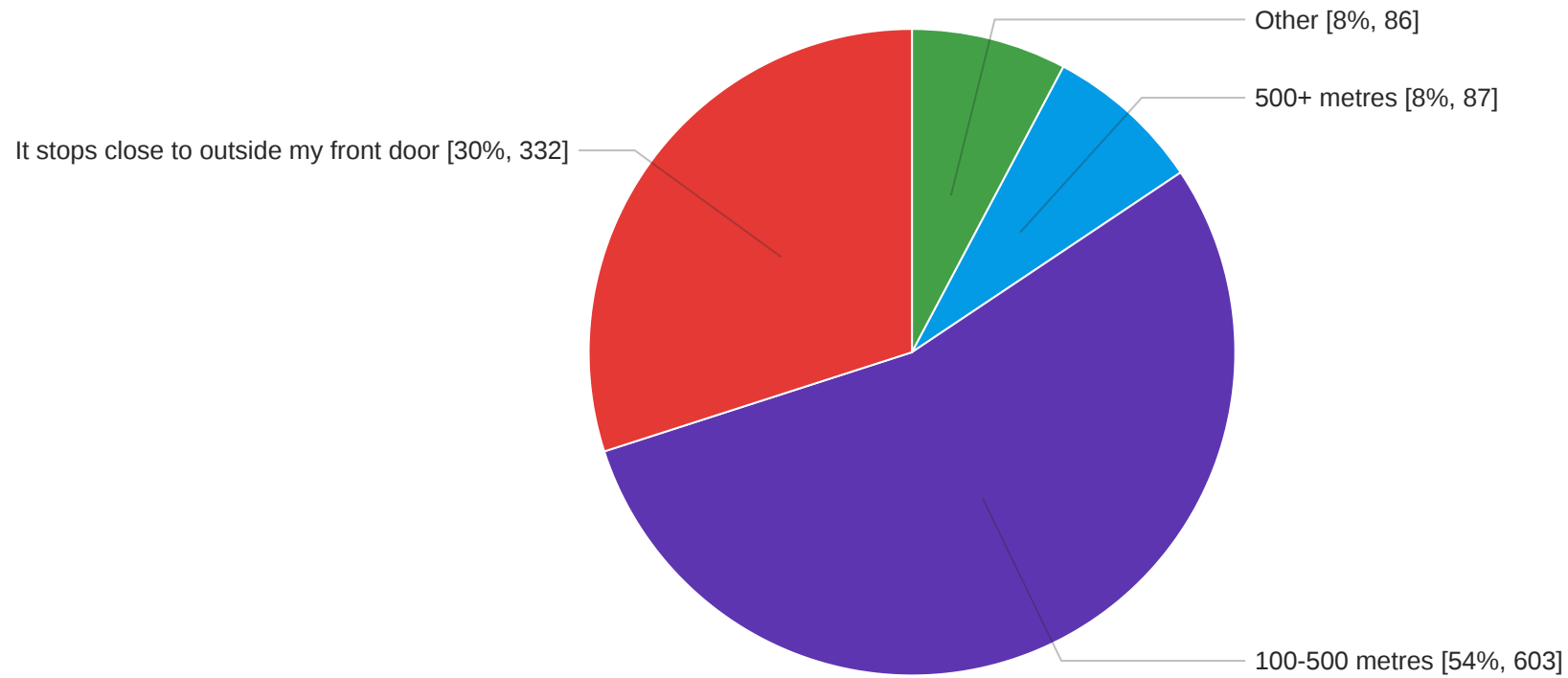
Frequent User	11.61%
Occasional User	25.00%
Use Rarely	8.93%
Former User	2.68%
Never used the service/ NA	51.79% (58 respondents)

Q2 - Do you usually do a return trip? (1136 responses)



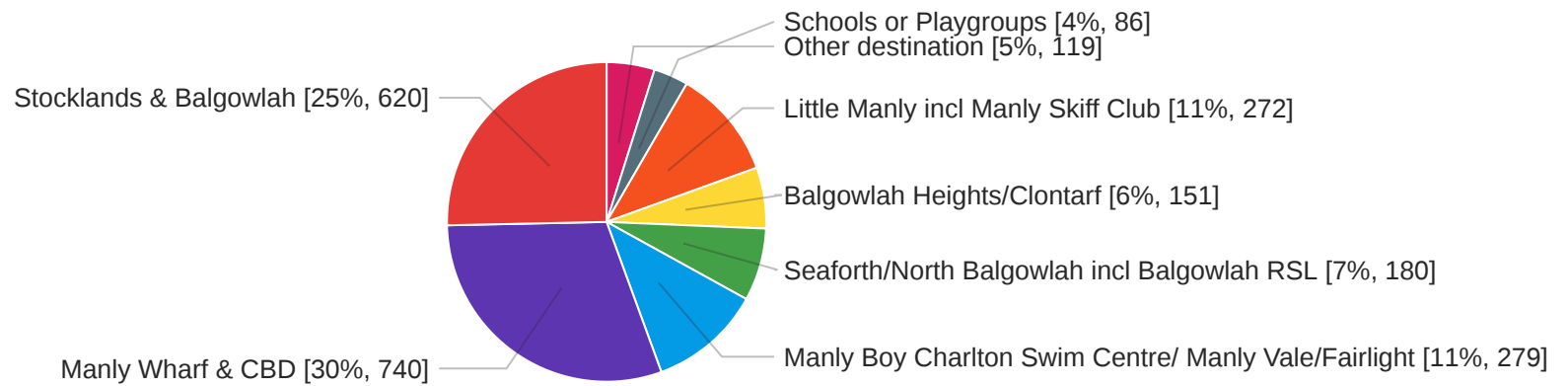
● No ● Yes

Q3 - How far do you walk to get on this bus service? (1108 responses)

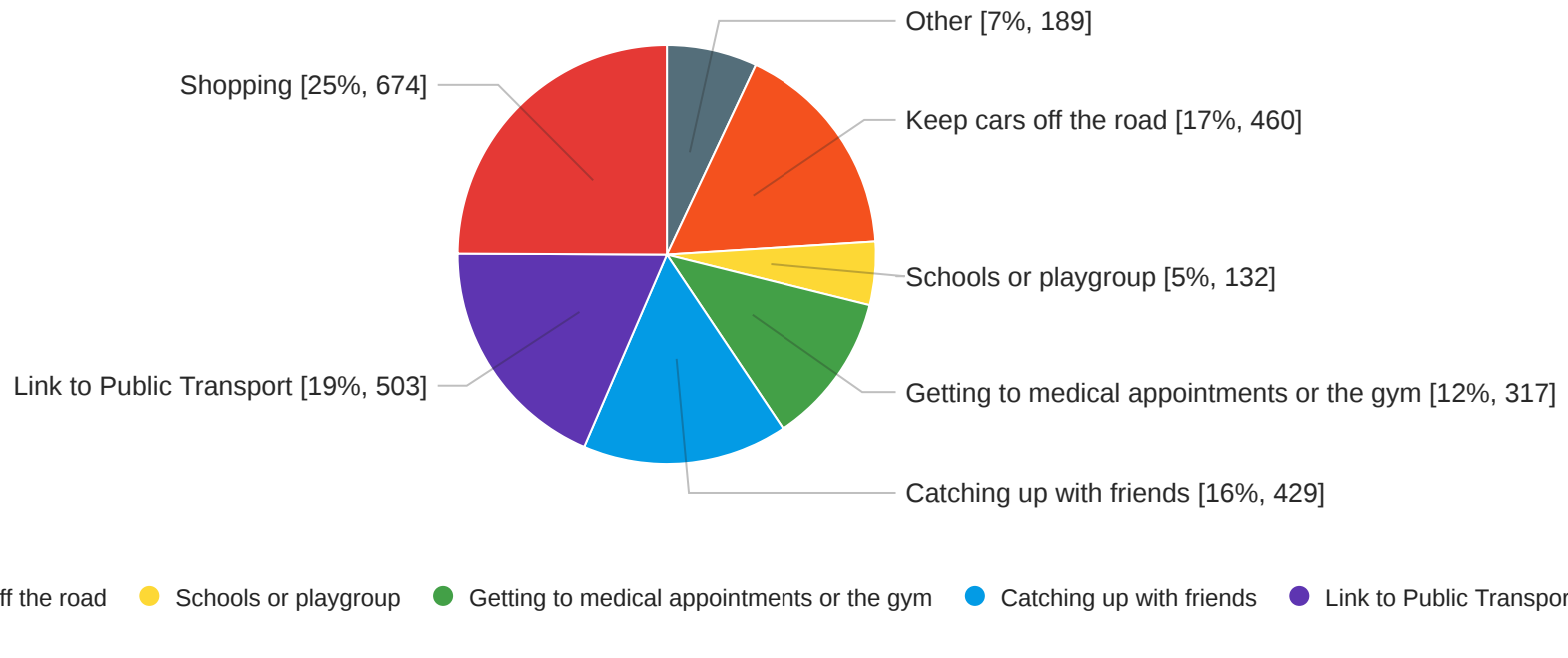


● Other ● 500+ metres ● 100-500 metres ● It stops close to outside my front door

Q4 - What is your destination? (1095 responses)



Q5 - What is the purpose of your trip? (1052 responses)

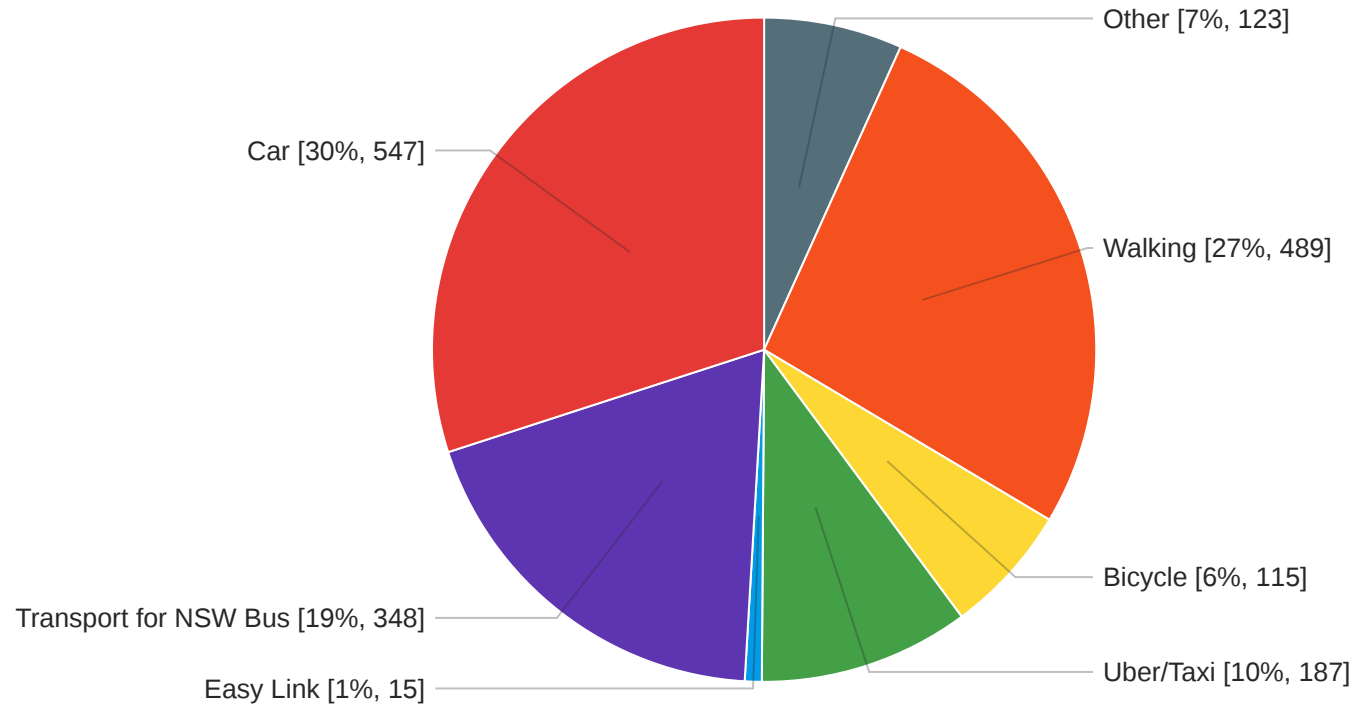


189 responses were recorded in the **"other"** response category
 100 [open comments](#) received in the **"other"** response category
 were further analysed with data summary per the table on the right

"Other" response category open comments analysis

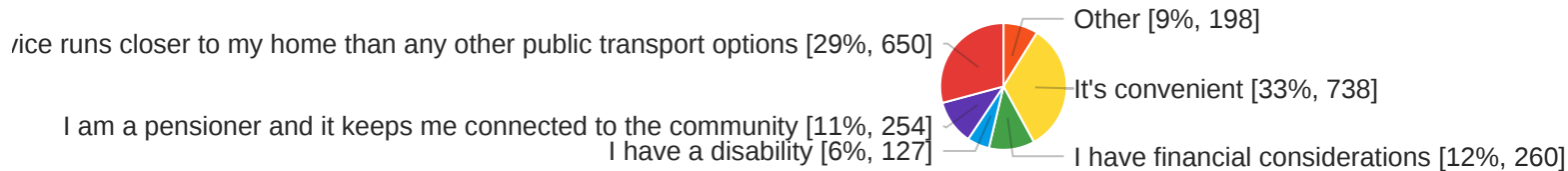
- Access parks/beaches/recreation 16.00%
- Access community groups/facilities 15.00%
- Work commute 15.00%
- Alternative to car/no access to car 12.00%
- Avoid parking/traffic congestion & costs 11.00%
- Access essential shopping/restaurants/medical appointments 8.00%
- Miscellaneous 7.00%
- Never used the service/NA 16.00% (16 respondents)

Q6 - Do you have other transport options that would work for you? (1052 responses)



● Other ● Walking ● Bicycle ● Uber/Taxi ● Easy Link ● Transport for NSW Bus ● Car

Q7 - Why do you use the Hop Skip & Jump bus? (1052 responses)



- Other
- It's convenient
- I have financial considerations
- I have a disability
- I am a pensioner and it keeps me connected to the community
- The service runs closer to my home than any other public transport options

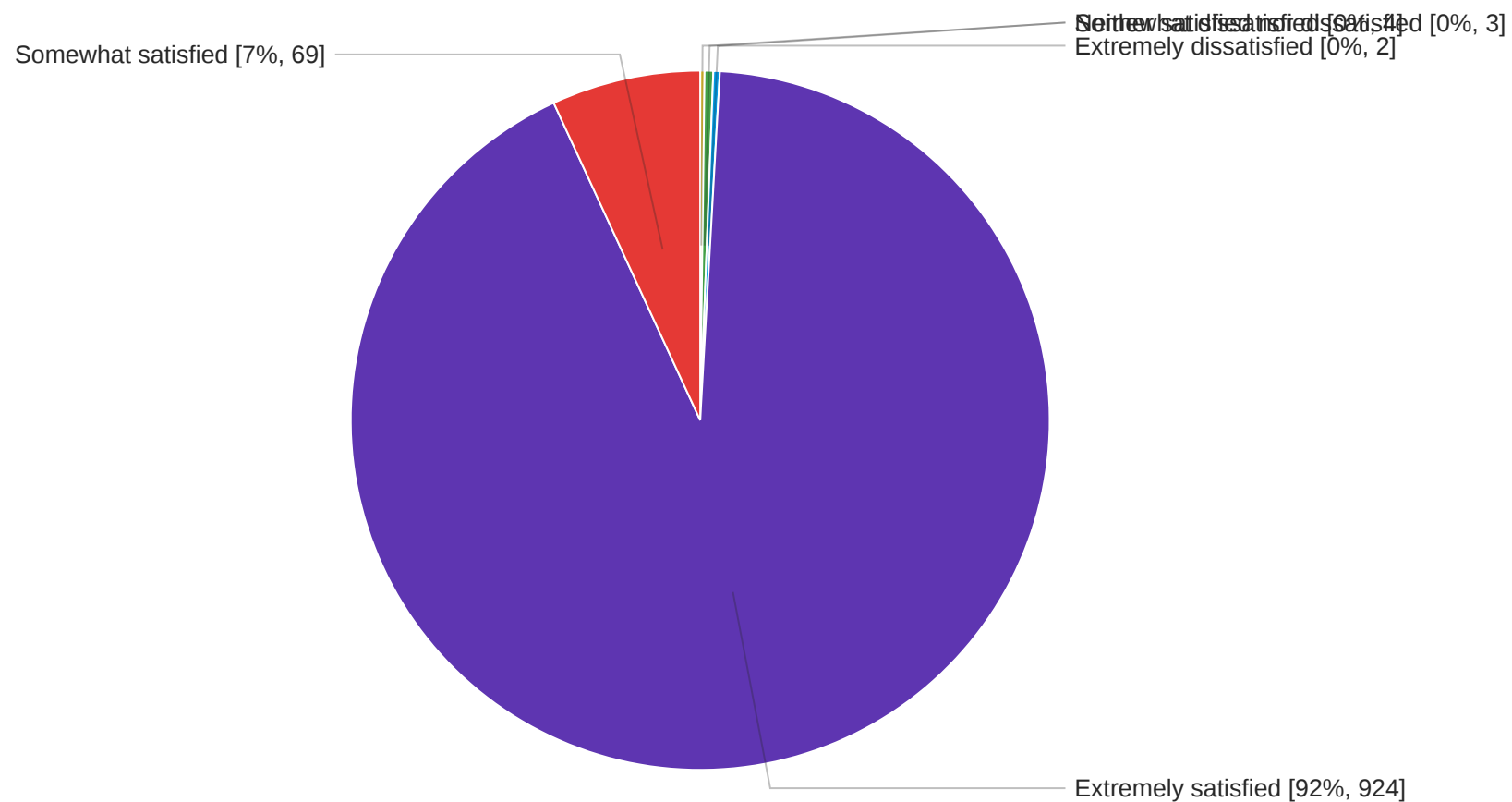
198 responses were recorded in the **"other"** response category
 141 [open comments](#) received in the **"other"** response category were
 further analysed with data summary per the table on the right

"Other" response category open comments analysis

Great community service	21.28%
Better alternative to available public transport	18.44%
Reduce traffic congestion	10.64%
Alternative to car/no access to car	8.51%
Avoids parking limitations & costs	7.80%
Accessibility/Social Connection/Health & Wellbeing	7.80%
Access to community facilities/services/restaurants/medical	2.13%
Back-up to available public transport options	2.84%
Free cost	2.84%
Miscellaneous - occasional user	2.84%
Never use it - various	14.89% (21 respondents)

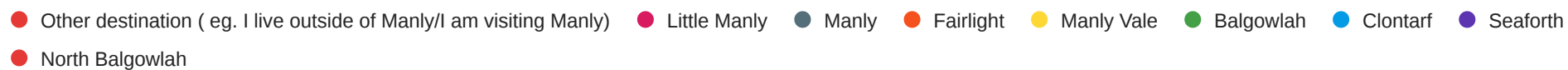
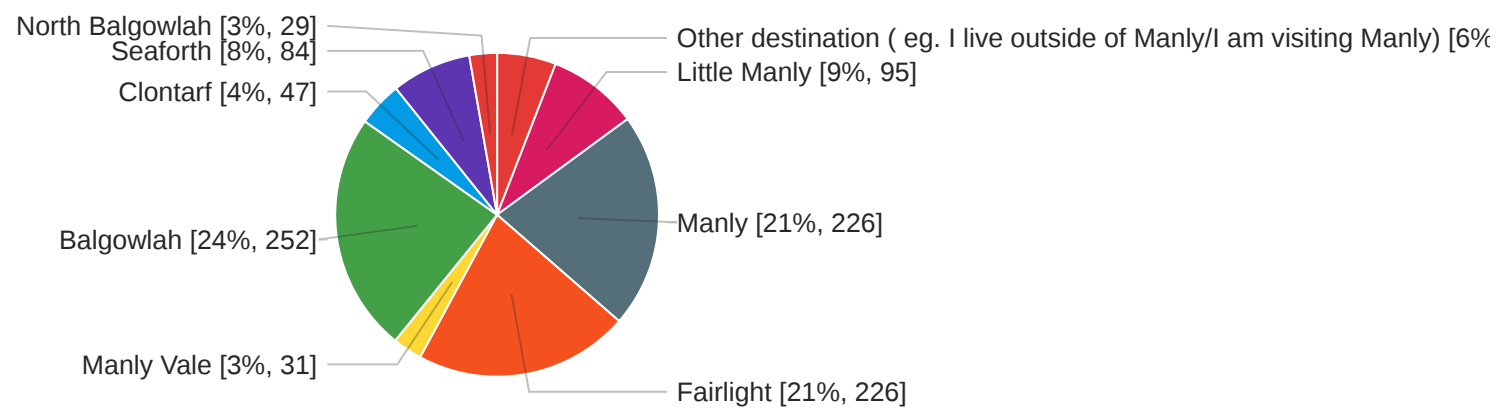
Q8 - Overall, how satisfied are you with your Hop Skip & Jump community bus service?

(1052 responses)

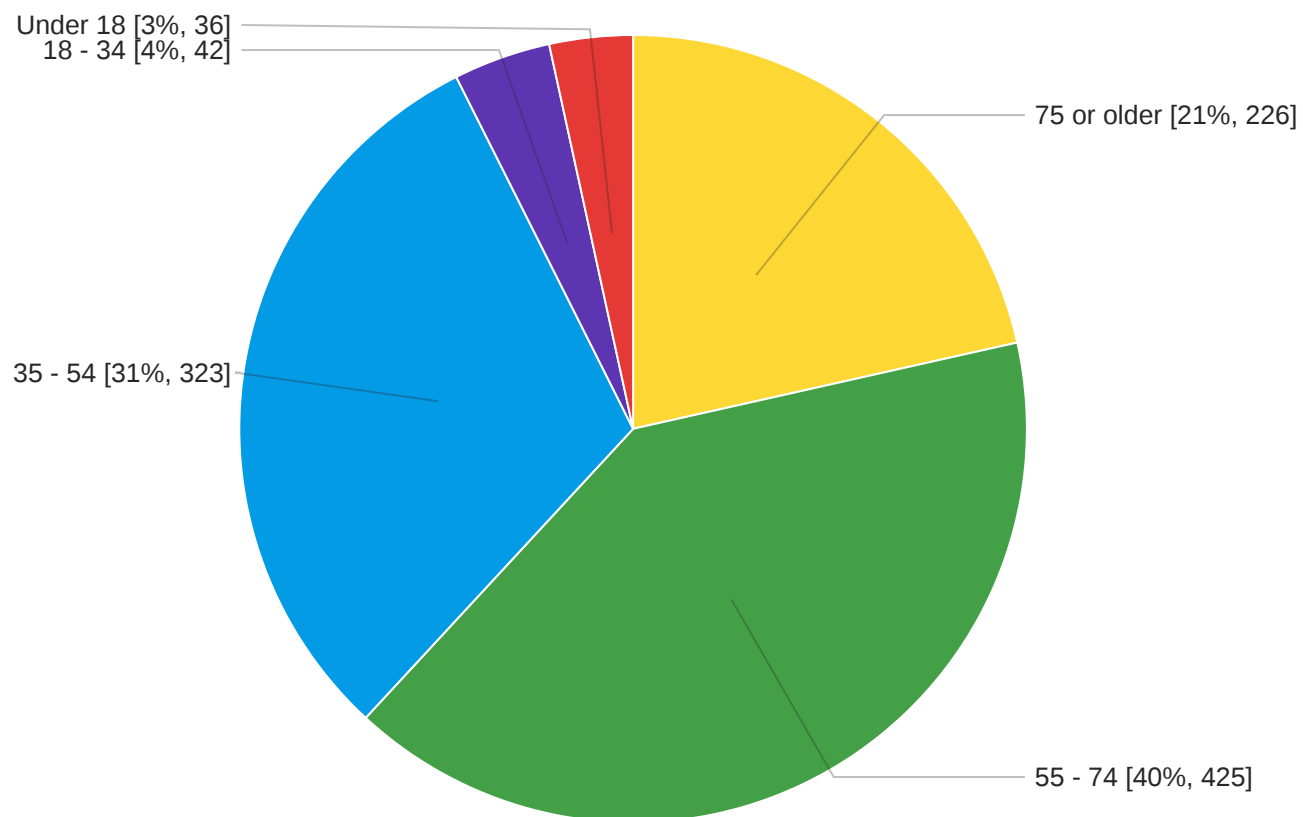


● Extremely dissatisfied ● Somewhat dissatisfied ● Neither satisfied nor dissatisfied ● Extremely satisfied ● Somewhat satisfied

Q9 - What suburb do you live in? (1052 responses)

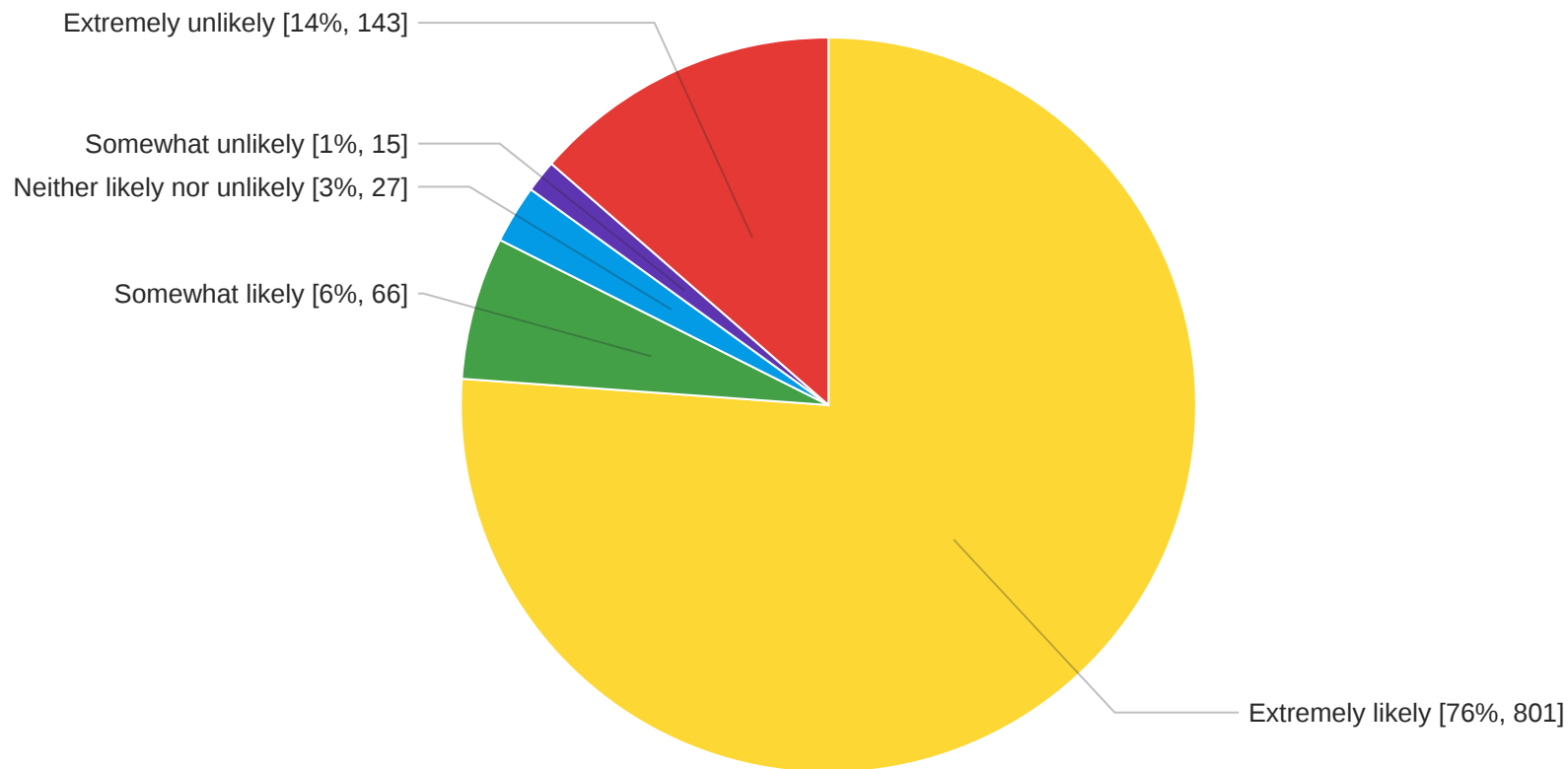


Q10 - What age group are you in? (1052 responses)



● 75 or older ● 55 - 74 ● 35 - 54 ● 18 - 34 ● Under 18

Q11 - How likely are you to recommend the Hop Skip & Jump community bus service to a friend or visitor to Manly? (1052 responses)



● Extremely likely ● Somewhat likely ● Neither likely nor unlikely ● Somewhat unlikely ● Extremely unlikely

Q12 - Do you have any comments or recommendations you would like to share about the Hop Skip & Jump community bus service? *(Over 600 open comments were received, a selection is below and all responses are tabled in a separate document)*

Do you have any comments or recommendations you would like to share about the Hop Skip & Jump community bus service?

The drivers are very helpful and polite.

This service is amazing, the regularity and the convenience makes getting around a easy process. Would hate to see this service discontinued.

Do not stop this service, the community needs it, especially the elderly

Please keep the bus! I have no car and the bus lines keep having services cut. Critical for getting around the manly area which has terrible public transit and parking options for locals. We need more public transport options, not less.

It's an incredibly important service for so many people in our community.

Please let us keep it.

It's a great handy service

This desire to remove the bus service is being driven by the amalgamation of the council and differing interest between Pittwater , Warringah and manly. So far there has been few if any up side for residents and nothing but erosion of benefits of transport, parking , beach parking and now the hop skip. We want you to name and shame the councillors driving to drop this valuable service!

It's an essential service to Manly.

Unless parking is improved in Manly the Hop Skip Jump Bus is the best option for pensioners, school kids. Commuters etc

The 135 bus used to go down Fairlight street passed our place but was rerouted last year and there is But the nearest public transport service is a steep walk away.

Many seniors use this service and some of them are not very mobile and I would hate to think how they could manage without it

Please keep it going for our community especially the older generation thank you

This service needs to be kept!
Old people like me rely on this service.

The Hop Skip Jump provides a valuable service - not just because it is convenient but, importantly, it fosters a deeper sense of being part of the wider community.

This is so good it's the bus

To say the service helps older and disabled people is disingenuous - the vast majority of people using the service are able bodied and probably capable of paying or using STA transport - but why when this is free? For older people the drivers are banned from assisting entry - so if you have a wheelchair or walker or any mobility issues - you can't use it. Buses are not disabled friendly at all.

Wonderful service

I would use the service more often IF it linked better to public transport, especially during peak periods. It's not reliable at the moment. I also FORGET to use it. I would much rather catch the hop, skip & jump bus to manly than drive myself and it beats catching the government bus. Perhaps that's how you should be positioning the bus?... Saves the HASSLE of trying to find a park?

Makes my life easy to get around as parking a car in manly is almost impossible especially if you want to get ferry

Instead of cutting the service I am sure there are other areas in the other wards that would benefit from a similar service. Also it made has made it easy for me to give up my car so I am not a nuisance on the roads.