



So much more than a bus!

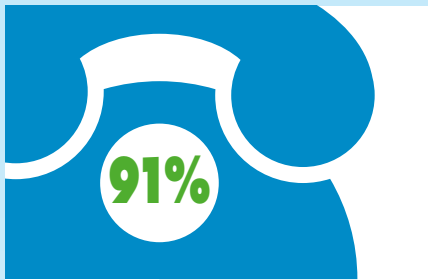
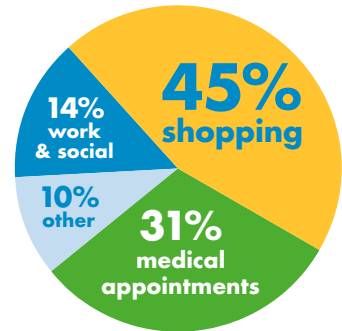
See what our customers had to say about our service in our 2021 customer satisfaction survey...



100%

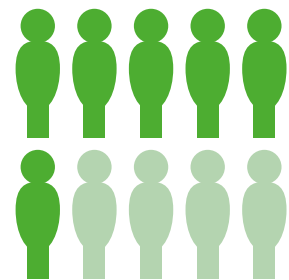
Describe the reliability of the service as **good** or **excellent**

Reason for using hoppa



91% said their experience of booking the time and route they required was good or excellent

"I couldn't manage without you."



6 out of ten live alone

hoppa helps to **relieve travel-anxiety** which is known to stop some, mostly older, people from going out at all



98% would recommend hoppa to family and friends

"hoppa is a wonderful service. It has made my life simpler and safer. It is always reliable. Thank you."



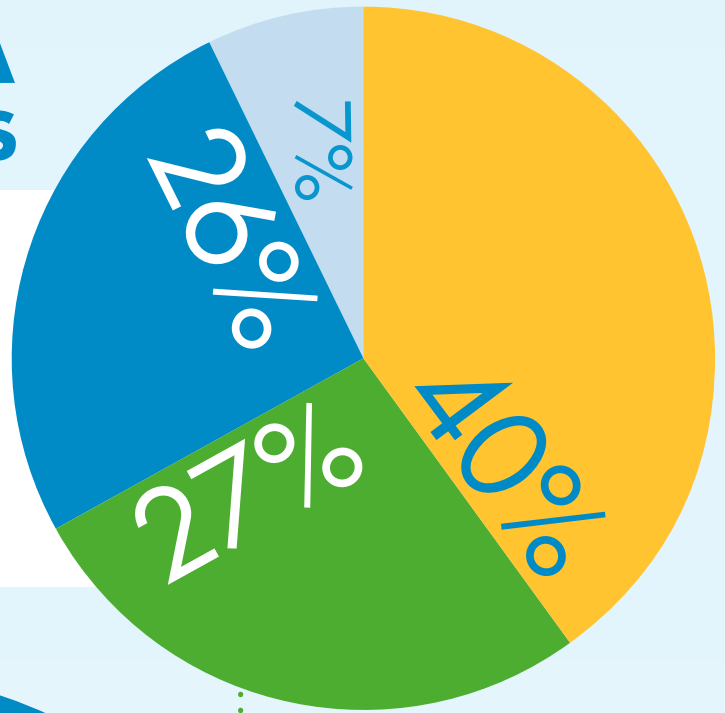
WHAT HOPPA MEANS TO ITS USERS

40% describe **freedom** and **independence**

27% cite **convenience, reliability** and **peace of mind**

26% declare it a **lifeline**

7% other



“I have always received great care and support, the kindness and help with my lack of mobility have been a great lifeline - thank you all.”

93%

Rate hoppa's ability to meet their needs overall as good or excellent

50%

Use the service once a week or more



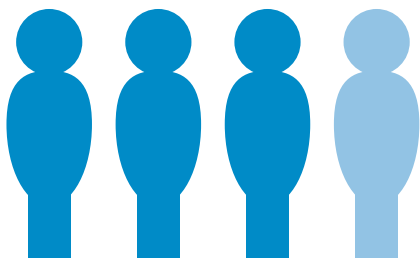
People hear about hoppa from friends or family, see the buses or read about it in the newspaper

Customers' ideas about how else we could have helped during lockdown:

- › “Run every day.”
- › “I was very grateful to receive the phone calls as, I am sure, were most people.”
- › “No other [ideas] as you are always at the end of the phone line.”
- › “Delivering fresh food and veg boxes from a wholesaler.”

hoppa means...

“Being able to get out of a care home, and have a normal life, freedom, company.”



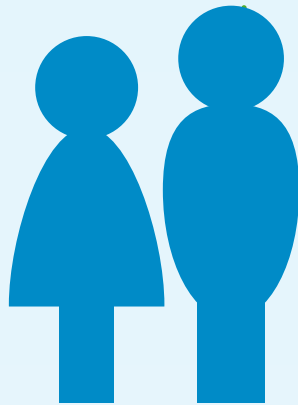
Three quarters

describe the condition of the buses as excellent

hoppa means...

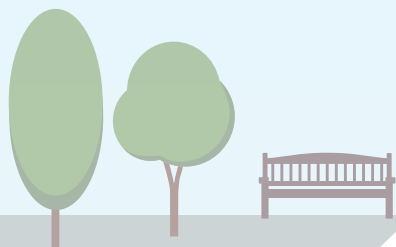
"I get out **on my own** to shop, have coffee and see to any business."

It is a first-class service and has proved a God-send to myself and many other people like me."



hoppa means...

"**Freedom to come and go** without relying on family."



The main reasons people start to **USE** hoppa:

> **Reduced mobility**

'Not so nimble now.'

'Not being (able) to get to bus stops any more.'

'I can't walk far but with hoppa I'm picked up from door to door.'

'When walking became a problem and no transport of my own.'

'Our age and the bus stop is one mile away.'

> **Gave up driving**

'Unable to drive unable to stand and wait for the 2 hourly bus.'

'Got rid of car as I had an accident.'

'I was no longer able to drive.'

> **Disability**

'Not being able to get in my daughter's car due to disablement.'

'Sudden disability after illness.'

'My husband suffers from a rare disease, which has destroyed his muscles and he can no longer get in and out of a car, or step up onto a bus and it takes two to get him out of a wheelchair. Because of the lift on the hoppa, he is able to stand on this and enter the bus. This and an ambulance are his only means of transport.'

> **Getting to the shops**

'Unable to walk to and from shops carrying heavy shopping.'

'Unable to use public transport but needed to do a weekly 'big' shop. Unable to carry the shopping myself.'

> **Getting to a medical appointment**

'Taking me for chemotherapy at St Lukes RSCH and bringing home later each time.'

'Health. The RSCH too far and can't stand around for buses.'

'Needed hospital transport that did not cost as much as a taxi as could not drive at the time.'



How people rate hoppa

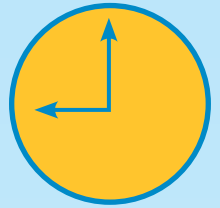


"We depend on hoppa to get to shops and surgery. We would struggle without it."



"Getting to town/garden centre makes my day."

"I can **rely** on the hoppa to arrive **on time** regularly, which enables me to remain semi-independent."



SOME FACTS ABOUT HOPPA

Farnham has a **Demand Responsive Travel** arrangement which means passengers can use their bus pass and travel for **free**

80%
fares and income
from contracts

20%
grants

HOW HOPPA IS FUNDED



Godalming and Haslemere residents can get to medical appointments on time on the **Hospital hoppa**. The fare is **£12.50** each way for reliable, door to door transport – a fraction of the cost of a taxi

hoppa picks up passengers from their front door at an agreed time and takes them to the shops for just £3 each way

HOW TO USE HOPPA

If you haven't used hoppa before you will need to register as a member at www.hoppa.org.uk/register or by calling **01428 681701**.

To book your journey call **01428 681701** from Monday to Friday 8.30am to 12.30pm and 1.30pm to 4pm.



The customer satisfaction survey closed in January 2021.

Waverley hoppa Community Transport,
Unit 8, Towergate Business Centre, Coopers Place,
Combe Lane, Wormley, GU8 5SZ

Registered charity number 1104954

- > **Booking Line: 01428 681701**
- > **www.hoppa.org.uk**
- > **Email: enquiries@hoppa.org.uk**

