LIF Questionnaire results comparison

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| --- | --- | --- | --- | --- | --- | --- |
| Question Topic | Question Text | Res Response | Response in May  (total respondent 79) | Response in November (total respondents 82) | Difference | Change |
| Q1 Standards | **How satisfied are you with the level of cleanliness of the bus station?** | very satisfied | 3 | 13 | 10 | 333% |
| fairly satisfied | 28 | 40 | 12 | 43% |
| **Total satisfied** | **31** | **53** | **22** | **71%** |
| neither | 13 | 16 | 3 | 23% |
| dissatisfied | 22 | 6 | -16 | -73% |
| very dissatisfied | 11 | 6 | -5 | -45% |
| **Total dissatisfied** | **33** | **12** | **-21** | **-64%** |
| Q2 Issues observed | **Thinking about the bus station, which of the following do you see when visiting/using?** | cigarette butts | 60 | 44 | -16 | -27% |
| litter | 55 | 31 | -24 | -44% |
| chewing gum | 22 | 25 | 3 | 14% |
| **Total litter** | **137** | **100** | **-37** | **-27%** |
| debris | 8 | 20 | 12 | 150% |
| dog fouling | 2 | 5 | 3 | 150% |
| fly posting | 2 | 7 | 5 | 250% |
| graffiti | 0 | 5 | 5 | N/A |
| none of the above | 2 | 12 | 10 | 500% |
| other free comment box | 2 | 12 | 10 | 500% |
| Q3 Priority issues | **What are the three things you think should be a priority when looking at the cleanliness of the bus station?** | cigarette butts | 60 | 43 | -17 | -28% |
| litter | 53 | 37 | -16 | -30% |
| chewing gum | 19 | 16 | -3 | -16% |
| debris | 3 | 7 | 4 | 133% |
| dog fouling | 1 | 2 | 1 | 100% |
| fly posting | 0 | 0 | 0 | N/A |
| graffiti | 1 | 2 | 1 | 100% |
| none of the above | 2 | 9 | 7 | 350% |
| other free comment box | 3 | 8 | 5 | 167% |
| Q4 Operative visibility | **Do you ever see anyone cleaning the**  **bus station?** | YES | 43 | 60 | 17 | 40% |
| NO | 34 | 22 | -12 | -35% |
| Q5 Chemicals in  cigarette butts | **How many poisonous chemicals are in cigarette butts?** | Under 100 | 10 | 2 | -8 | -80% |
| 101 to 1000 | 36 | 9 | -27 | -75% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | 1001 to 4000 | 27 | 40 | 13 | 48% |
| Over 4000 | 10 | 30 | 20 | 200% |
| Q6 Do you smoke | **Are you a smoker?** | YES | 21 | 18 | -3 | -14% |
| NO | 57 | 64 | 7 | 12% |
| Q7 Cigarette waste disposal | **How do you get rid of you cigarette butts whilst at the bus station?** | Stub in bin | 15 | 16 | 1 | 7% |
| Pouch ashtray | 0 | 3 | 3 | N/A |
| Drop on floor | 3 | 2 | -1 | -33% |
| Drop in drain | 0 | 0 | 0 | N/A |
| Other | 3 | 0 | -3 | -100% |
| Q8 Awareness of stop smoking services | **Are you aware of the stop smoking**  **services provided by A Better Medway?** | YES | 16 | 15 | -1 | - 6% |
| NO | 5 | 3 | -2 | -40% |
| Q9 Would cessation  advise help | **Would it encourage you to stop**  **smoking if there was support and advice available at the bus station?** | YES | 6 | 3 | -3 | -50% |
| NO | 16 | 15 | -1 | -6% |
| Q10 Do you chew gum | **Do you chew gum?** | YES | 24 | 19 | -5 | -21% |
| NO | 53 | 63 | 10 | 19% |
| Q11 Gum disposal | **How do you get rid of your chewing gum whilst at the bus station?** | Put in bin | 18 | 17 | -1 | -6% |
| Drop on floor | 2 | 2 | 0 | 0% |
| Pouch or wrapper | 1 | 2 | 1 | 100% |
| Other | 3 | 0 | -3 | -100% |