

GCT Survey 2025

Summary of our results from the 2025 Passenger Survey.



These results are from our survey conducted at the end of 2025 that was sent to all registered members, the survey responses are anonymous.

What do we mean to passengers? What do we do well and what could we improve?

Passengers describe GCT as a lifeline that provides independence, reduces isolation, enables access to essential services, and significantly enhances wellbeing, often making the difference between rarely leaving home and living a full, connected life.

Feedback from passengers demonstrates exceptionally strong satisfaction with GCT's services. Respondents consistently highlight the professionalism, friendliness, and helpfulness of GCT's drivers, noting that they provide reliable support, assist passengers boarding and exiting vehicles, and create a welcoming and respectful atmosphere. Punctuality and consistent timekeeping are repeatedly praised, with many passengers emphasising that vehicles "always turn up on time" and that staff are dependable when collecting passengers from appointments. Communication is another major strength, with both office staff and drivers described as polite, clear, efficient, and easy to reach. Many passengers expressed deep appreciation for the personalised assistance provided during medical and hospital transport, describing it as invaluable to maintaining independence. Social trips and regular journeys are recognised as well organised and uplifting, contributing positively to wellbeing. Overall, the feedback portrays GCT as a caring, reliable, community focused service that passengers trust and value highly.

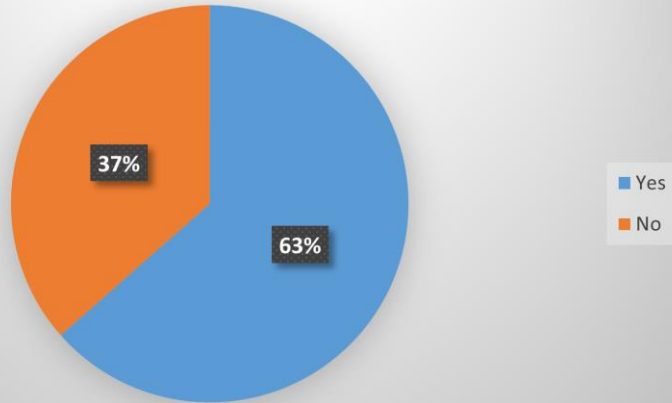
Passengers overwhelmingly feel that we are doing an excellent job, with only a few suggestions such as improving trip communication, offering more trip options (e.g seaside), expanding hospital transport, or potentially using larger buses.

The vast majority of responses say "nothing", "no", "nothing - all fine", or similar, indicating very high satisfaction with the service and no suggestions of major changes.

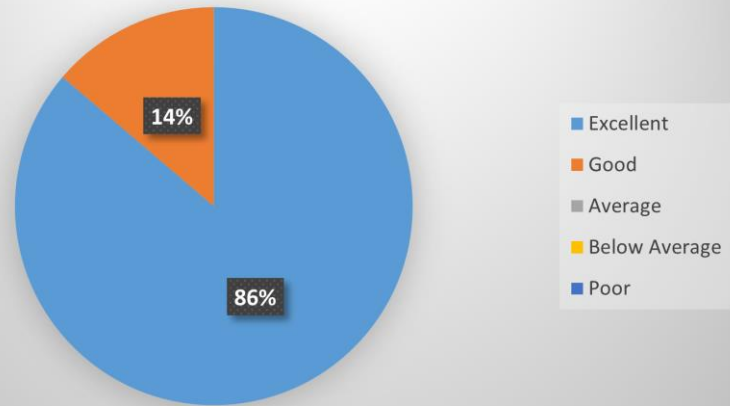
Passengers emphasise that GCT offers a lifeline by enabling access to work, healthcare, social groups, and community activities. For some, it makes the difference between being housebound and being active. Overall, using GCT is viewed as vital for maintaining independence, wellbeing, and quality of life.

As you can see, the results show the incredible impact GCT has for its passengers.

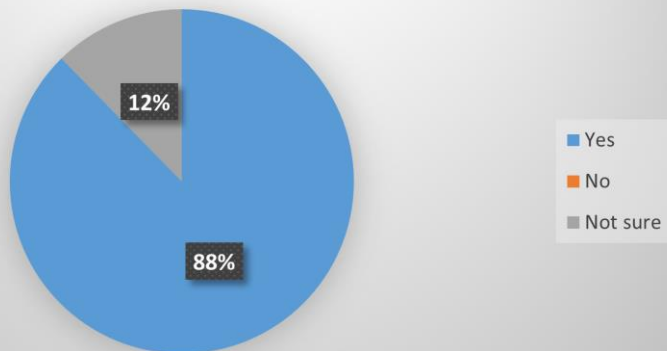
Do you consider yourself disabled?



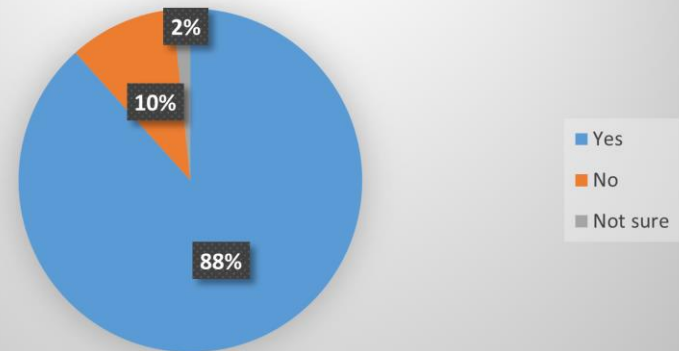
How would you rate GCT's service?



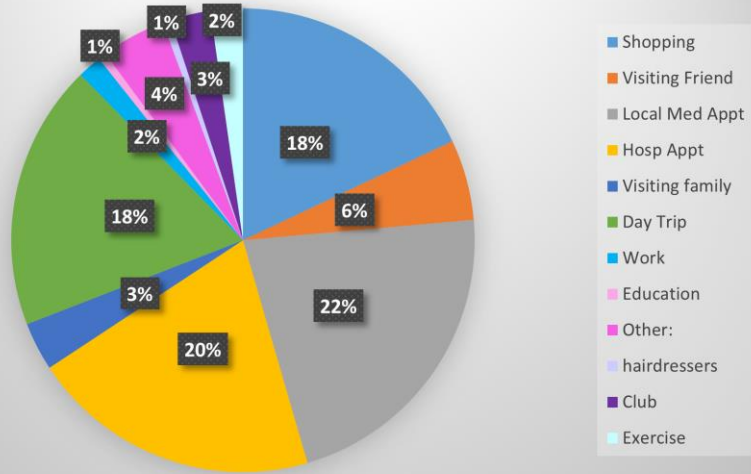
Has using GCT improved your quality of life?



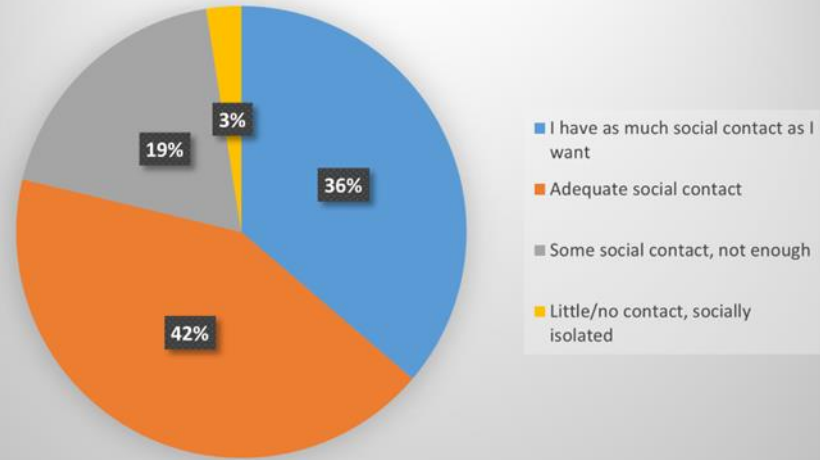
Has using GCT improved your social interaction?



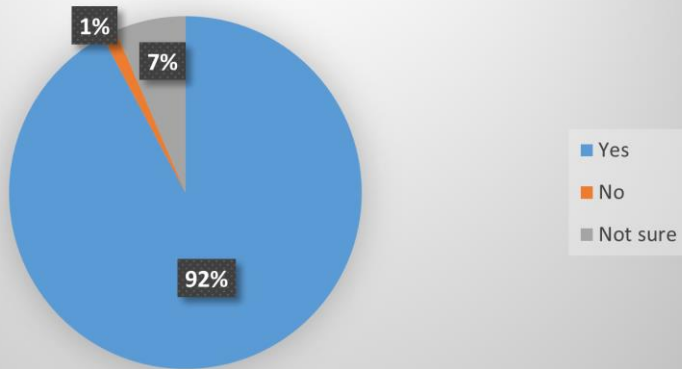
What do you use GCT for?



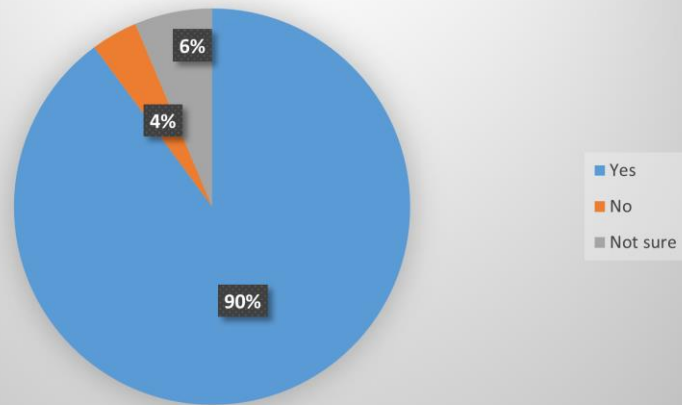
How much social contact do you have?



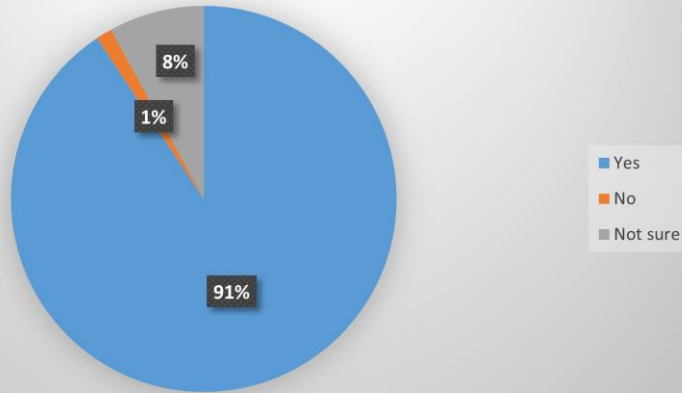
Has using GCT made you feel happier with your day to day life?



Has using GCT improved your life satisfaction/quality of life?



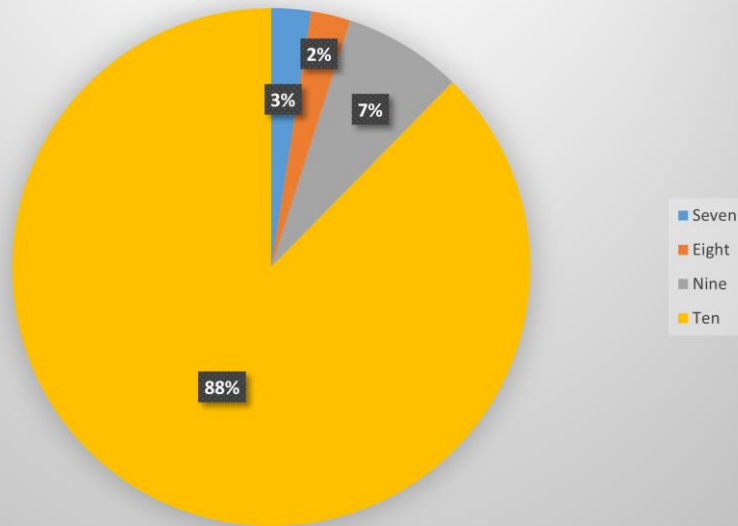
Has using GCT improved your health and wellbeing?



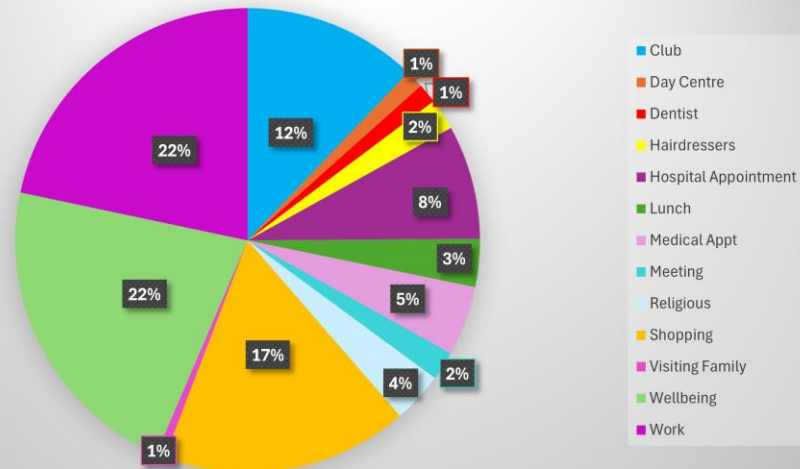
Passengers consistently describe GCT as essential, often expressing that they would struggle significantly without it. The most common impact mentioned is increased independence, with many saying GCT enables them to shop, attend appointments, and manage daily tasks without relying on family or neighbours. Many also highlight that the service helps them get out of the house, especially when they cannot drive or live in areas without suitable bus routes.

A strong theme is that GCT reduces isolation and improves social contact, giving people something to look forward to and allowing them to meet others, visit friends, or participate in trips. Several respondents describe the service as providing freedom, confidence, and peace of mind, particularly when attending medical appointments or when family support is limited.

On a scale of 1-10 are you treated with dignity and respect? (10 being the highest)



Purpose of journey from GCT records



We've included our own breakdown of purpose of journeys. This gives a valuable insight of the purpose people use us for. Work, wellbeing, visiting family, shopping and medical top the list this year.



GCT as a vital lifeline for independence

Essential Daily Support

GCT enables passengers to complete essential daily tasks like shopping and medical visits, ensuring their independence.

Preventing Isolation

The service helps prevent passengers from becoming isolated or housebound by maintaining allowing them to access their local community.

Promoting Dignity and Wellbeing

GCT contributes to passengers' dignity and wellbeing by supporting safe, independent living at home.

Exceptional staff delivering kindness, reliability and professionalism

Staff Kindness and Compassion

Staff demonstrate friendliness, patience, and compassion, ensuring passengers feel safe and respected.

Reliability and Punctuality

Vehicles consistently arrive on time, reducing passenger anxiety for appointments and social journeys.

Professionalism and Communication

The team provides clear communication, consistent support, and creates and sustains a welcoming atmosphere.





High overall satisfaction with minimal improvement requests

High Passenger Satisfaction

Most passengers expressed no desire for changes, indicating strong satisfaction with GCT's services.

Minimal Improvement Suggestions

Few minor suggestions such as a wider way to promote Friends of GCT's Trips and asking if we can use bigger buses were noted, reflecting no concerns with the actual service.

Effective Community-Centred Approach

GCT's focus on person-centered support contributes to high satisfaction and valued service.



Impact on social connection and wellbeing

Reducing Social Isolation

GCT helps reduce social isolation by enabling passengers to visit friends, access their local community and attend community activities regularly.

Emotional Wellbeing Benefits

Passengers feel more connected and engaged, gaining emotional benefits and improving their wellbeing by using our services.

Enhancing Quality of Life

Through using GCT's services passengers feel that the service improves their quality of life.

Consequences if GCT services were withdrawn

Impact on Daily Life

Withdrawal of GCT services would increase isolation and make daily activities like shopping and medical appointments difficult.

Increased Burden to the local authority/family and friends

Loss of GCT would force many to rely more on family or neighbours, many passengers do not have this support and worry who they would turn to.

Financial and Social Consequences

Many of our passengers commented that they cannot afford taxis or access public buses, they are not alternatives for some of our vulnerable passengers. We also recognise that being able to access medical appointments is very important for passengers and the health service and accessing the local community brings wider economical benefits.

Vital Safety Net

GCT services maintain independence, reduce pressure on social care, and allow our passengers to stay engaged in their local community.



What impact would there be for our passengers if we weren't here?

- ▶ Passengers were unanimous in expressing serious concern about the consequences should GCT cease operation. Many used strong language such as “devastating,” “disaster,” and “I wouldn't know what to do” to describe the impact on their lives.
- ▶ Respondents indicated that they would face increased isolation, be unable to reach essential medical appointments, struggle to go shopping, and find life significantly more difficult or impossible. Others highlighted financial implications.
- ▶ The responses make clear that GCT provides not just a transport option but a vital safety net that helps maintain independence, reduces pressure on wider society and ensures our passengers can continue to be part of their community
- ▶ If ever GCT were not here, the loss would have far-reaching social, emotional, and economic consequences for the community we serve.

Some quotes from our passengers...

- ▶ *"It gives me independence."*
- ▶ *"I can do my OWN shopping, without using buses or asking for help."*
- ▶ *"Not having a car and living on my own – relies on it."*
- ▶ *"Makes life easier."*
- ▶ *"Good difference, no family – great help, don't have to ask people to help."*
- ▶ *"I wouldn't go out, I'd be very depressed... you give me something to look forward to."*
- ▶ *"It improves my social life... stops me being housebound."*
- ▶ *"Helps me meet more people."*
- ▶ *"Gets me out and about."*
- ▶ *"I would have no social life outside my family."*
- ▶ *"Recently stopped driving – feel safe and secure. Freedom to travel independently."*
- ▶ *"Confidence to know we are there."*
- ▶ *"Secure when they've gone with us – live on own, no family close by."*
- ▶ *"Very important."*
- ▶ *"Enables me to get to hospital."*
- ▶ *"Easier for medical appointments."*
- ▶ *"Could not take husband out without us."*
- ▶ *"Means I can get out – no buses where she lives."*
- ▶ *"Would take 2 hours getting buses otherwise."*
- ▶ *"It stops me being isolated."*
- ▶ *"Dreaded giving up my car but GCT has allowed me to continue seeing my friends."*



- ▶ *“Simple – I would stop seeing other people.”*
- ▶ *“Socially isolated and depressed – an absolute panic.”*
- ▶ *“I would not be able to go out... would feel very isolated and depressed.”*
- ▶ *“I would be stuck at home looking at the same four walls.”*
- ▶ *“Wouldn’t see my friends at club or go to doctors – would just stay in.”*
- ▶ *“Always recommend you to others – takes the worry out of driving.”*
- ▶ *“A huge difference.”*
- ▶ *“Health problems affecting quality of life.”*
- ▶ *“Wouldn’t get my heavy shopping or hospital appointments.”*
- ▶ *“Impossible to get to surgery – no car.”*

Suggestions for improvements:

- ▶ Passengers commented they would like more availability at short notice for bookings
- ▶ Passengers would like more trips to the seaside.
- ▶ Sometimes passengers have to wait for other passengers if they aren't coming out on time which they find a bit frustrating.
- ▶ We are working on this! We know it can be difficult with last minute bookings and are looking at solutions.
- ▶ We tend to go to the seaside 2-3 times a year in the summer but could look into another visit but we'd need a bus full of passengers.
- ▶ Please always let us know if this is happening, we have a procedure for this so we can discuss with any other passengers and drivers.

