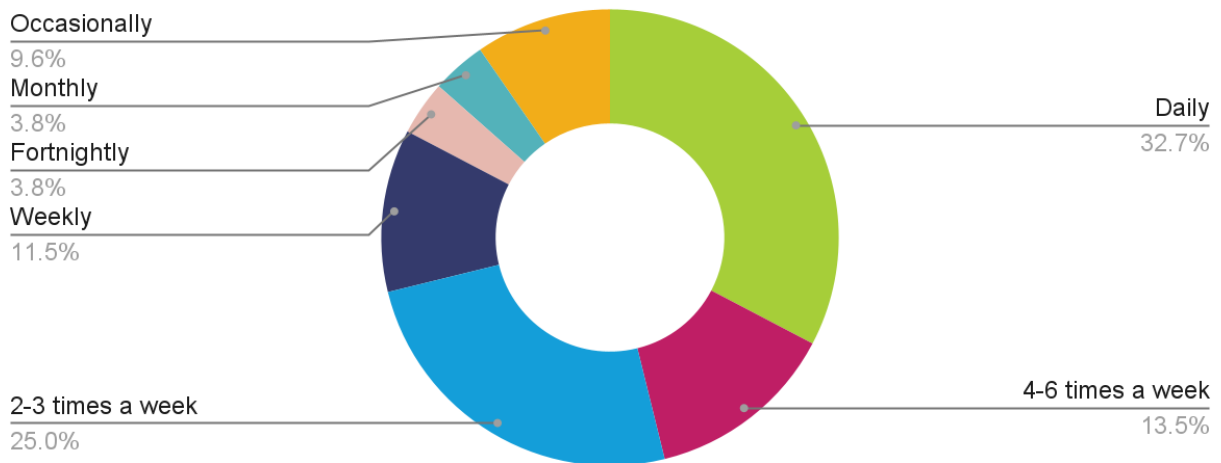


MONDAY 11 SEPTEMBER, 2023

**July/August 2023 Bus Survey:  
Survey of Bus Users at the Market Streets stops in Ely  
(number of people surveyed: 52)**

**We interviewed 52 bus users at the Market Street bus stops in Ely. Results of surveys carried out in Cambridge and Huntingdon are presented separately.**

**1. How often do you travel by bus?**

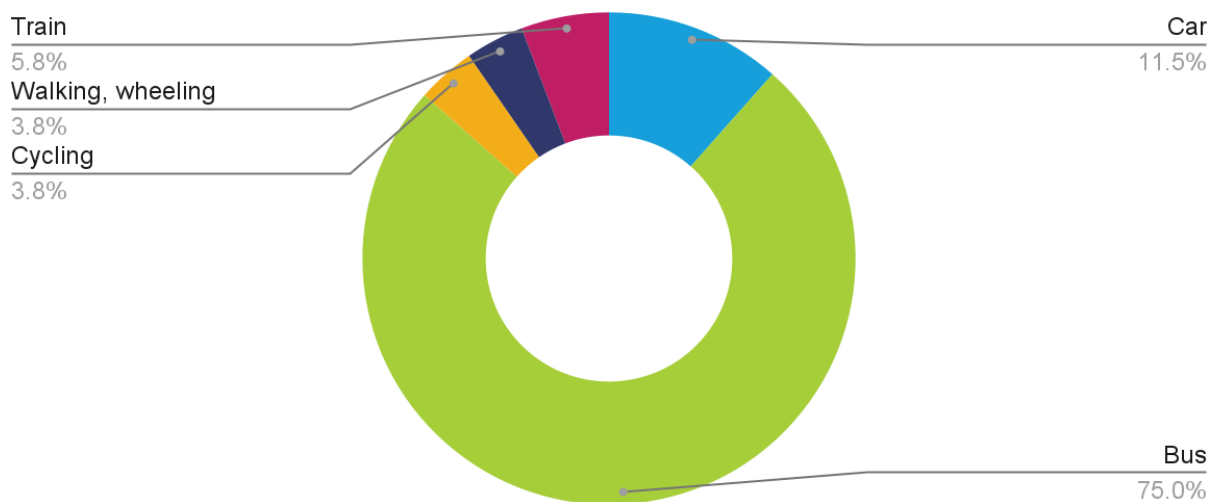


Which route(s) do you use often?

Routes mentioned included:

- [Ely Zipper](#) Witcham - Haddenham - Wilburton - Ely
- [Stagecoach 9](#) Cambridge - Littleport
- [Stevensons 9a](#) Ely West - City Centre
- [Lord's Travel 125](#) Ely - Little Downham
- [Stevenson's 112](#) Ely - Newmarket

### 3. What's the mode of travel you use most frequently?



### 4. If the bus wasn't an option, would you still have made your journey today?



Example comments on Qu 3:

*"If there's no bus we're stuck at home. Bank holidays we're stuck. Sundays we're stuck. We are older people and have to rely on buses"*

*"The only option for me is the bus"*

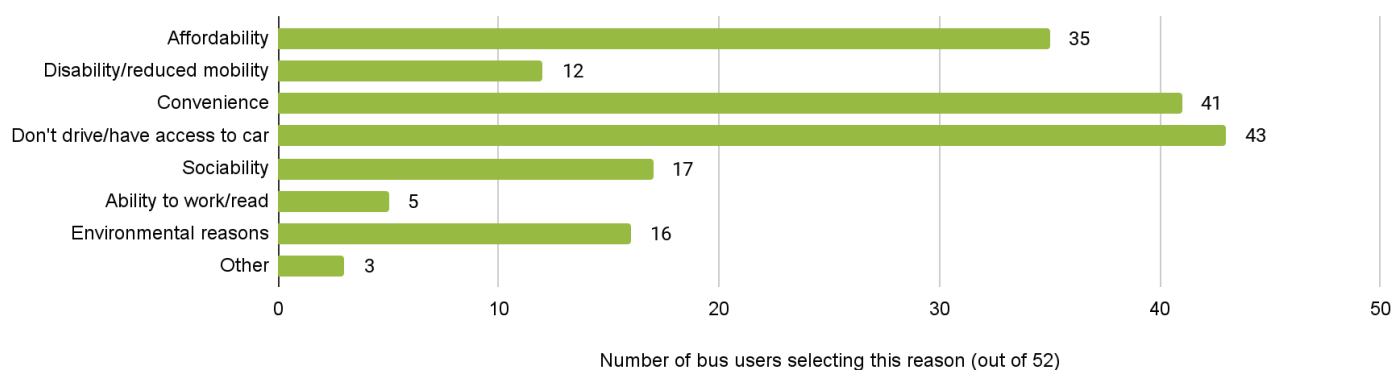
*"Train is £3.90 and a 3 mile walk. Bus is £2:and more convenient"*

*"I would have taken a taxi. I would have had no choice as I have to collect my son"*

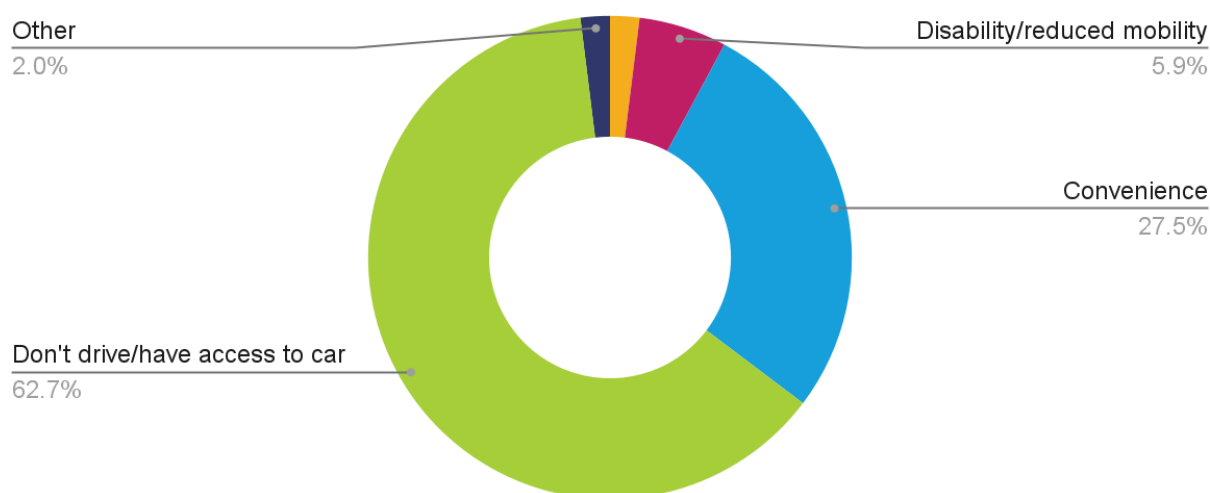
*"I have a car but it's easier by bus. There's always the worry about finding somewhere to park"*

*"I would have had to walk 3 miles"*

**5. Here are some reasons people give why they use the bus. Which of the following apply to you? (choose all that apply)**



**6. Of those, which is the main reason you get the bus?**



Example comments on questions 4 and 5:

*"Independence is important. I am an independent woman. My son in law lives in the village and can take me by car if I need to but I like to be independent"*

*"I don't have to worry about parking. It's £2 each way. You can't argue about that"*

*"I'm not allowed to drive due to eye problems"*

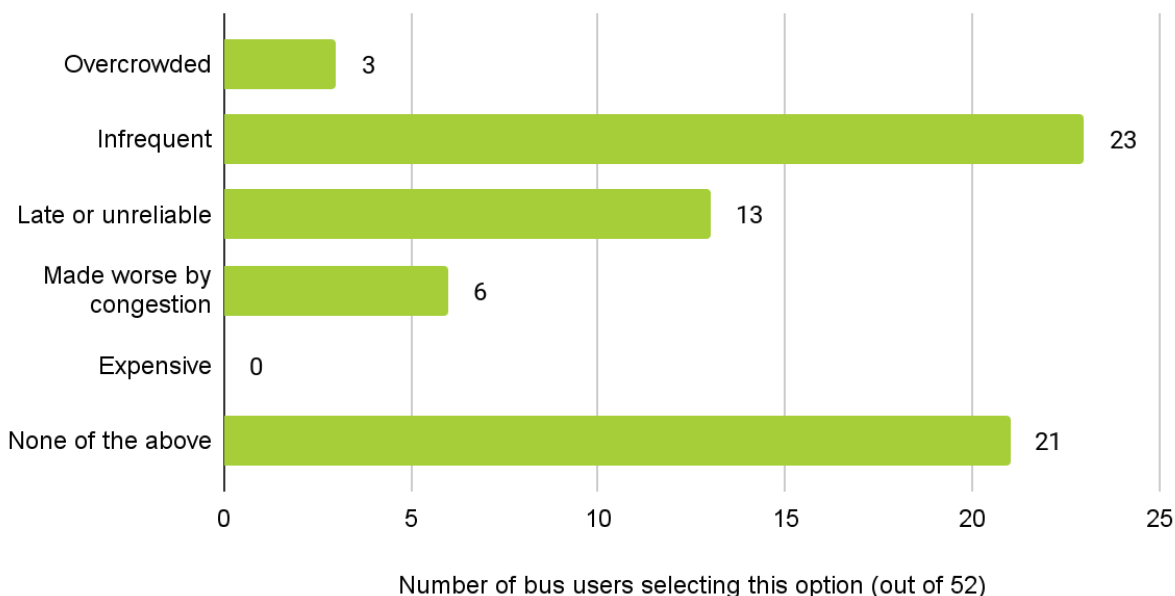
*"I'm epileptic so I can't drive"*

*"It's a job to park here. You can't keep running round car parks can you?"*

*"I'm 91 and only drive in an emergency"*

*"The car parks are full, but the bus stops just outside my house. The drivers are friendly and the bus is always on time"*

7. Would you say the buses you currently use are any of the following? (select all that apply)



Example comments on Qu 6

*"It's a good service"*

*"Every half an hour is nice"*

*"I'm a Londoner. If you waited 20 mins in London that was a long time. Here it's every 2 hours. Why isn't there a Sunday service?"*

*"£2 at the moment has definitely helped. Buses are sometimes expensive"*

*"It's not enough, but I'm very grateful for what we have"*

*"The last bus home is 530pm (Zip2 to Chatteris). Every 2 hours isn't enough.. It's 20 quid for a taxi if you miss the last bus"*

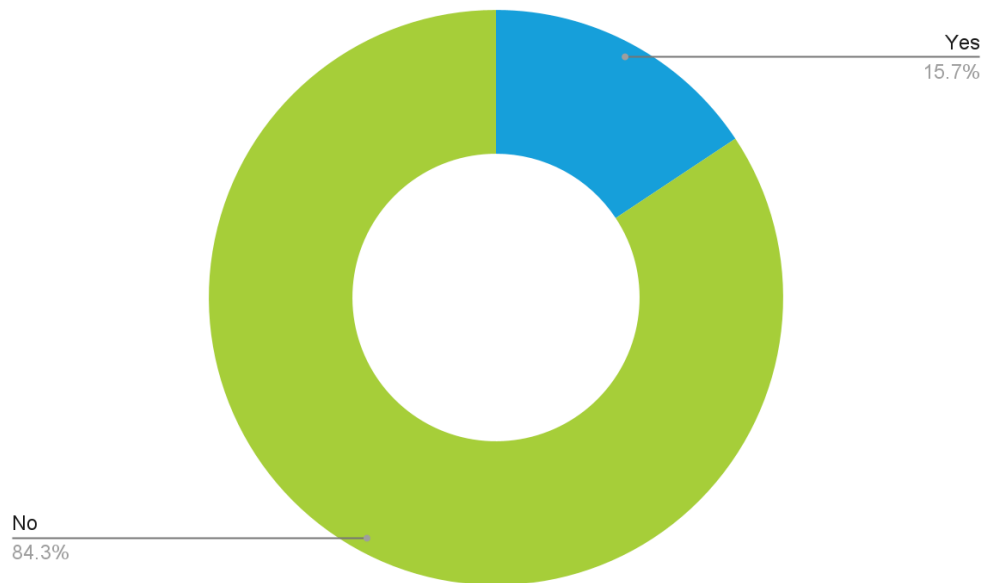
*"It's not expensive at the moment due to the £2 fare"*

*"Mornings are tricky. We have to get the bus at 730am, which arrives in Soham at 8am for a 9am school start.. and it's changing for the worse"*

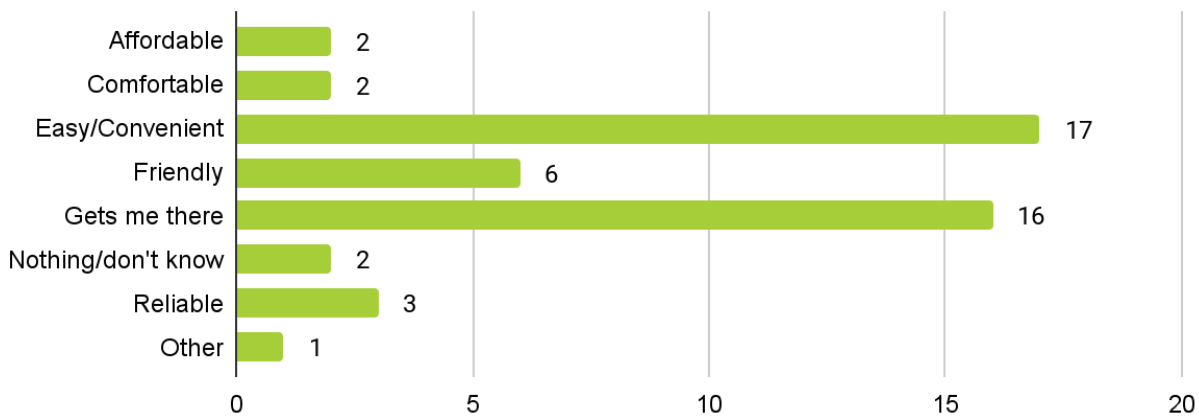
*"The Zip 1 is brilliant"*

*"The service is bad.. 2 hourly after 10am (9 to Cambridge). It doesn't turn up or breaks down. There are no buses on Sundays or bank holidays"*

**8. Do you own a car or have access to a car?**



**9. What's the best thing about the bus? (one response per interviewee; responses coded by theme)**



Number of responses on this theme (49 people gave responses)

Notes on coding:

Easy/convenient: easy, convenient, stops close to house, don't have to walk

Friendly: friendly drivers, friendly passengers

Example comments:

*"The drivers are fantastic. They help you. The other day I was carrying a lot of stuff and the driver helped me to get it on the bus. They help you if you are disabled"*

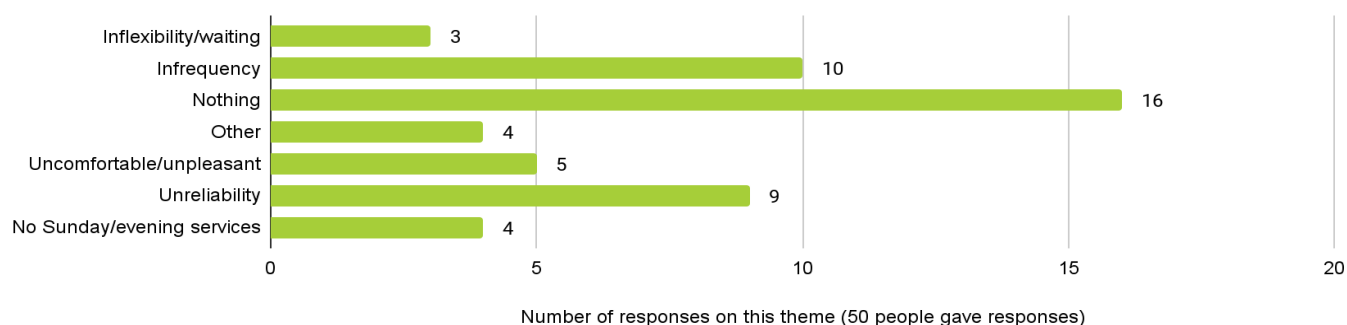
*"It's walking distance from where I live. It's too far to walk to the railway station"*

*"It's easy to see mates and family [by bus]"*

*"It's there when I want it"*

*"The best thing is how easy it is. It just works"*

## 10. What's the worst thing about the bus? (one response per interviewee; responses coded by theme)



### Notes on coding:

Inflexibility/waiting: the fact the bus runs on a timetable, having to wait at a stop

Uncomfortable/unpleasant: bumpy, noisy, dirty

### Example comments:

*"The changes to the timetable upset my anxiety. It makes me anxious that the timetable change might upset my own timetable. I worry that the bus driver might change. I trust the regular driver. He knows me and my assistance dog - he knows my name and my dog's name"*

*"Panicking it's not going to be there when it's supposed to be"*

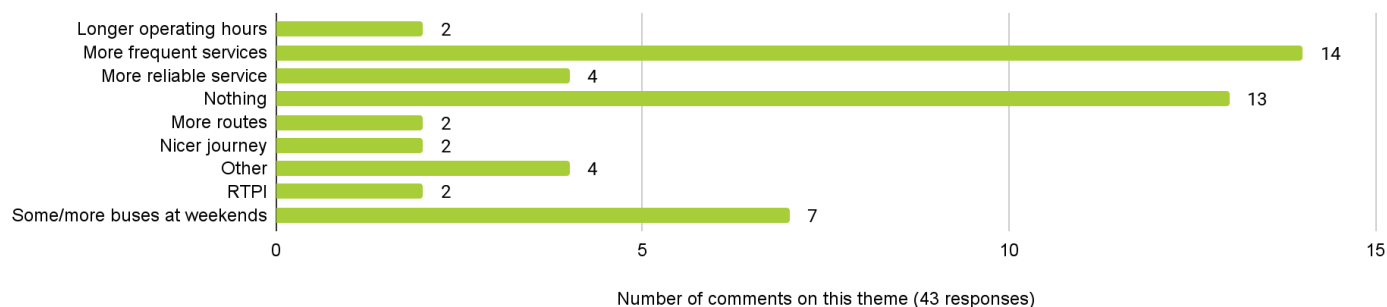
*"Some smell pretty bad. Could do with a clean"*

*"There's nothing bad about Stevenson's"*

*"I don't think there is one, not that I've found"*

*"The service ends at 4pm and there's no Sunday/Bank Holiday service"*

## 11. What would you like to see changed about services in this area? (some interviewees made multiple comments; comments grouped by theme)



### Example comments:

*"I'd like it to run later in the day. To stop at 8pm ish, so you can still stay out"*

*"We need later services. Teenagers just can't get to anything in Ely. The cinema is 7 miles from Chatteris"*

*"I'd like it [no 9] to go back to every hour. More people would use them then"*

*"I'd like there to be more services so I could visit different places"*

*"Nothing; they're alright"*

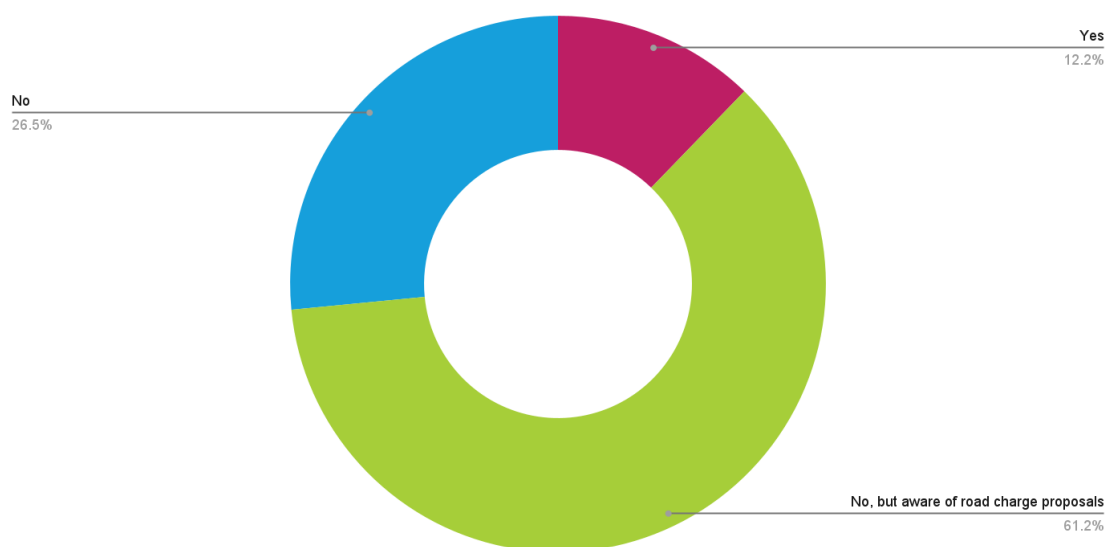
*"I'd like the 9 to be on time. And 2 or 3 buses on a Sunday. They used to on a Sunday"*

*"I would like the bus into Cambridge to be more frequent than every 2 hours"*

*"I'd like an internal bus in Littleport"*

*"The buses don't come to the right stop. Lorries and cars park in the bus bays. And taxis and refuse trucks. The zipper has no designated bus stop. It comes in then our bus has to go somewhere else. I'm blind and I'm in danger of falling over if I have to walk to a different stop. There's too much in the street trying to use the same space"*

**12. Are you aware of the Making Connections 2022 proposals for a transformation of bus services in Cambridgeshire?**



**13. Did you fill in the Making Connections 2022 public consultation survey?**

