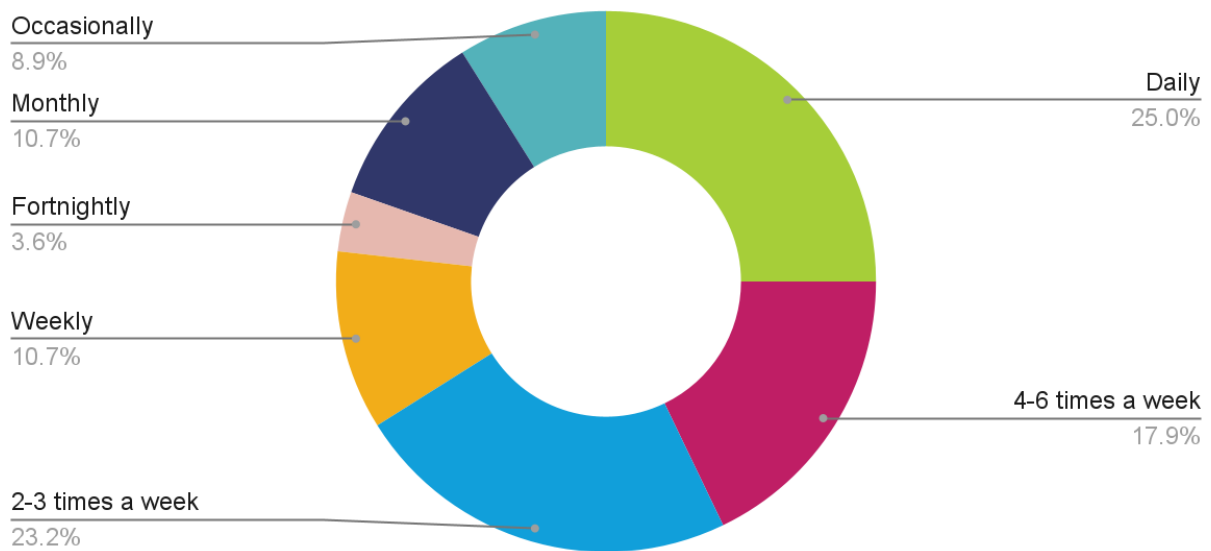


MONDAY 11 SEPTEMBER, 2023

July/August 2023 Bus Survey: Survey of Bus Users at the Huntingdon Bus Station (number of people surveyed: 55)

We interviewed 52 bus users at the main bus station in Huntingdon (Princes Street).
Results of surveys carried out in Cambridge and Ely are presented separately.

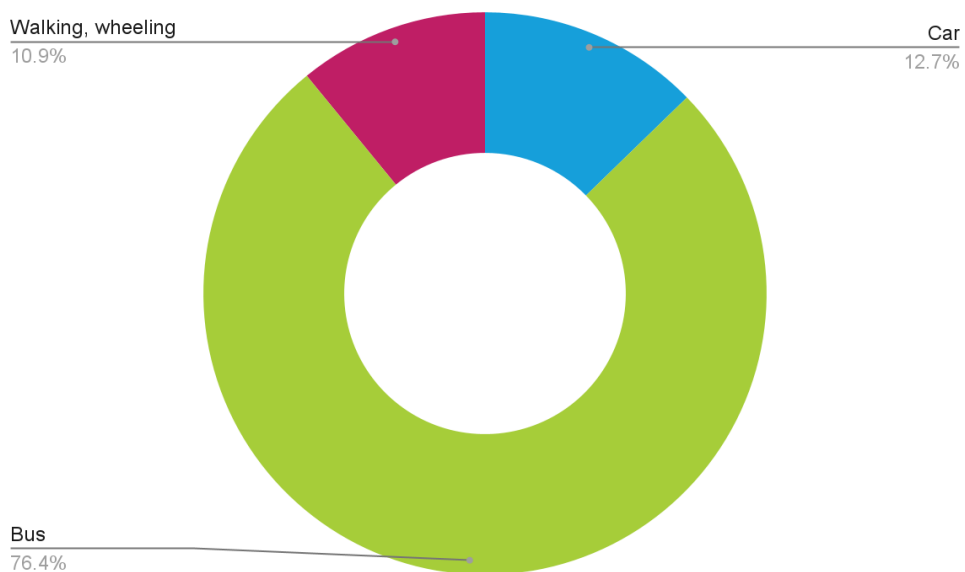
1. How often do you travel by bus?



Routes mentioned included:

- [Whippet X3](#) (Huntingdon to Cambridge)
- [Stagecoach B bus](#) (Hinchingsbrooke to Cambridge; St Ives to Cambridge is on the guided busway)
- [Whippet 66](#) (St Neots to Fenstanton)
- [Dews 305](#) (Huntingdon to Chatteris)
- [Stagecoach 904](#) - (Peterborough to Huntingdon)
- [Dews AW1](#) (Huntingdon to Alconbury)

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



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



Example comments on Qu 3:

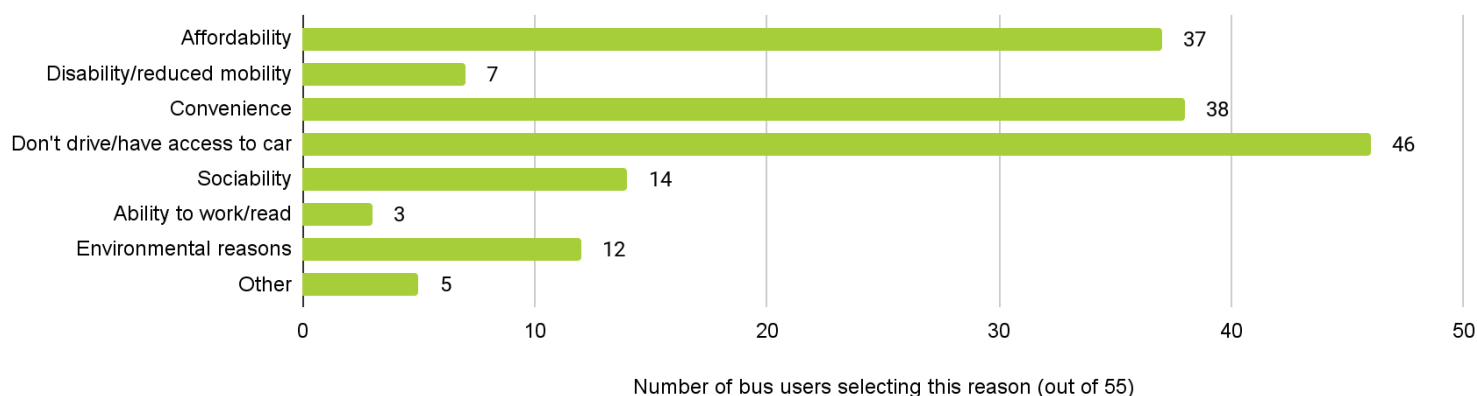
"I would have walked but it is quite a long way"

"I can't afford a taxi"

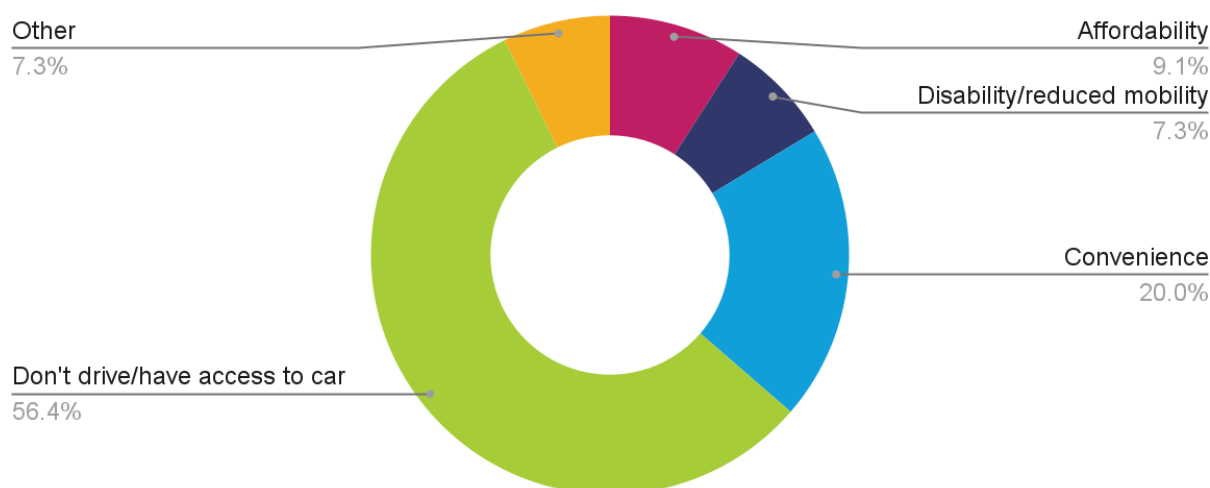
"I'm too young to drive; I have no other way of getting there"

"I would have walked but I wouldn't have done so much shopping"

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



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



Example comments on questions 4 and 5:

"I have a bus pass but I pay and come in early. It's worth the money"

"The bus drivers are really lovely..they lift your spirits. A little bit of a smile in the morning when you get on the bus"

"It's affordable now it's £2. And it's convenient at the end of road"

"I can get on and off where I want without worrying about parking"

"I can drive but I don't have a car. Even so I'd sooner take the bus because of the parking"

"I have a car but someone else is using it"

"I've never driven. I don't have my husband any more so I have to use the bus"

"My 14 yr old could cycle instead but he doesn't enjoy it and he would have to cross main roads"

"I don't want to put any more exhaust fumes out than need be"

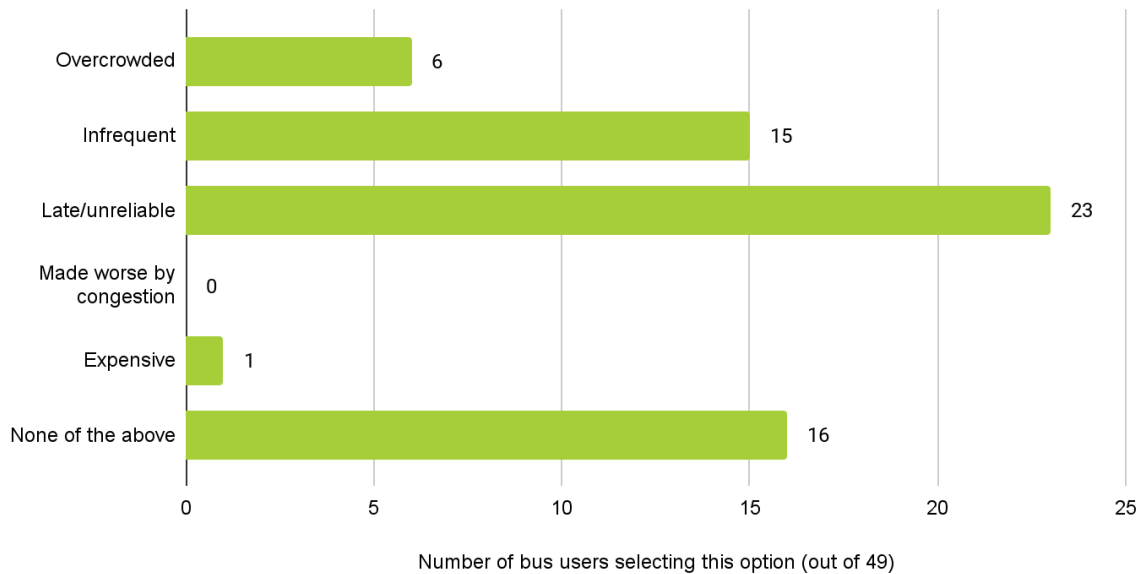
"I use the bus because I haven't got any other choice"

"I have seizures so I can't drive"

"I lost my licence due to eyesight"

"Parking in Cambridge is horrendously expensive. If we go to Cambridge we have a drink; we don't want to drink and drive. The bus stop within 200m of house so it's convenient"

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



"If we have an appointment we have to get a taxi as we can't rely on the bus to get us there"

"Dews is always reliable. I rely on the AW1. Without that bus I wouldn't go to church"

"The 904 is really good but the 66 is Huntingdon to St Neots is really unreliable. 66 sometimes doesn't turn up at all"

"£2 at the moment is good"

"I can be there an hour sitting waiting for it"

"They are unreliable. They keep cancelling them. About half the time they are unreliable"

"On Saturday there was a two and a half hour wait because two buses were cancelled. The 915 and 1010. There would be enough services if they ran to timetable"

"Every 20 mins is perfect. When it comes off the busway the bus gets stuck in traffic"

"They are unreliable more than half the time. I don't think they run enough. You've got to hang about for 2 or 3 hours if you're going to St Neots"

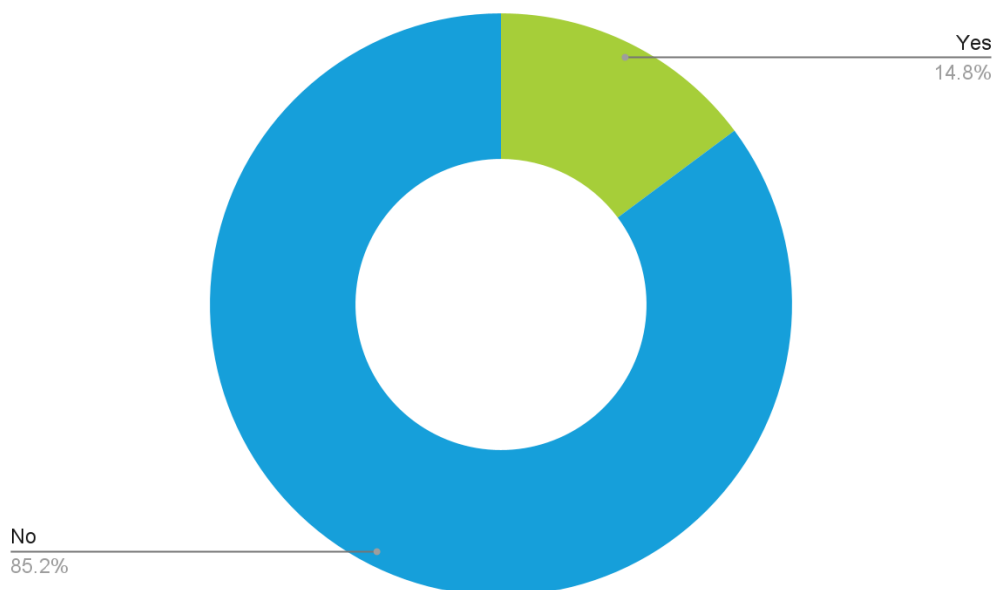
[Would you say the buses are expensive?] "Especially not with this £2 fare. It's brilliant"

"It'll say on the board they're coming then it won't turn up (Whippet X3). There's 2 minutes to go then it's cancelled"

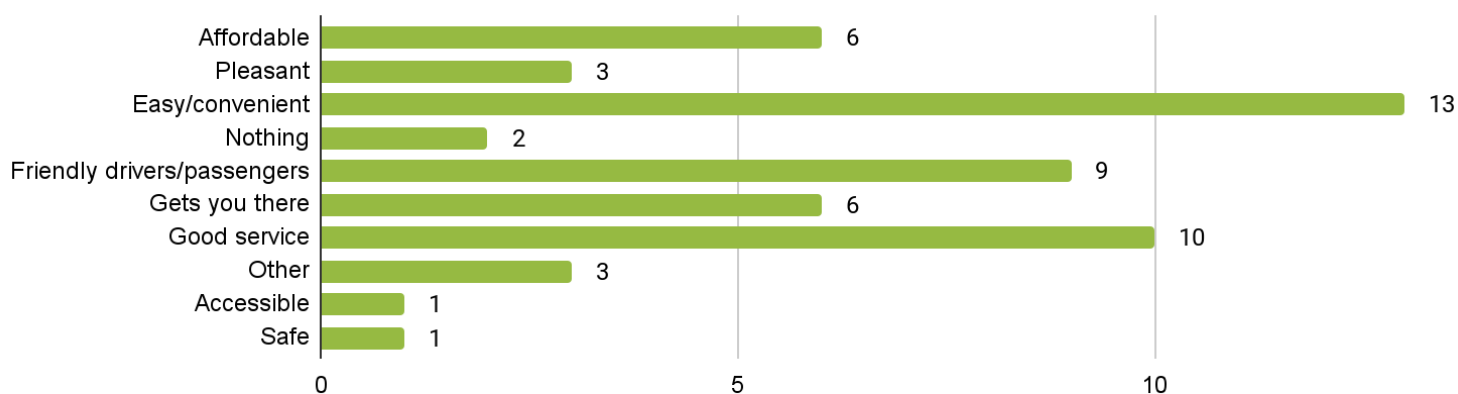
"It's very unreliable. And they don't even tell you [what's going on]. It counts down, then suddenly it's cancelled. Last week it said it was cancelled, then it showed up. Two weeks ago we had four attempts to get in and all the buses were cancelled."

"Could always do with more. Every 2 to 3 hours. If miss the 12, I have to wait until 3. It's good value. 6 or 7 quid return. You can't argue with that"

7. Do you own a car or have access to a car?



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



Number of responses on this theme (51 people gave responses)

Notes on coding:

Easy/convenient: convenient, easy to use, don't have to drive

Pleasant: comfortable, clean, new

Good service: reliable, frequent, quick

Example comments:

"I can go all the way to Cambridge on the Guided bus. I love it. It's a real joy"

"The Drivers are really helpful. The Drivers will get the ramp out to load my trolley"

"The drivers are pretty good. They are good people..you can speak to them. You can even have a joke with them"

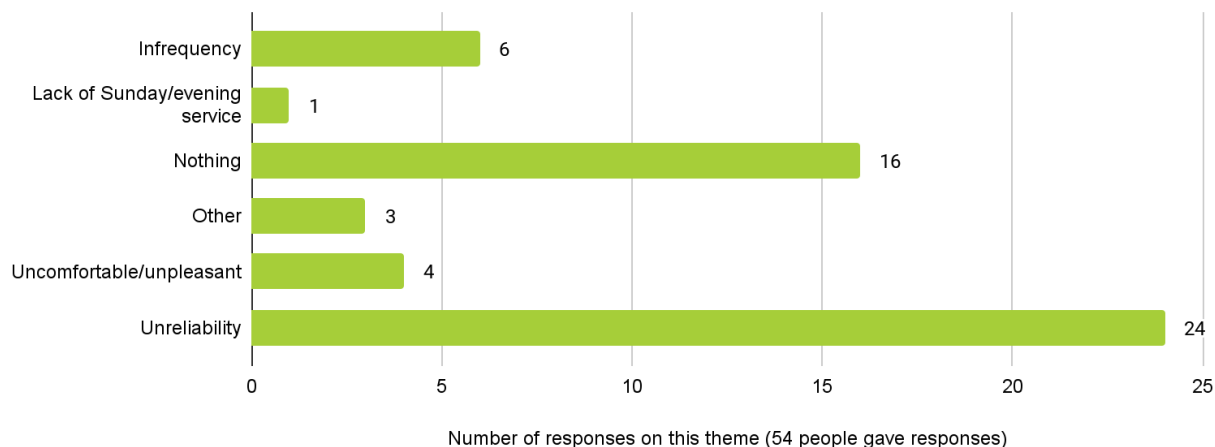
"I like the seating better than the car"

"It gets me somewhere quicker"

"I don't have to worry about driving"

"I can socialise with the other passengers"

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



Notes on themes:

Unreliability: unreliable, late, cancellations

Uncomfortable/unpleasant: too hot, unpleasant driver

Example comments:

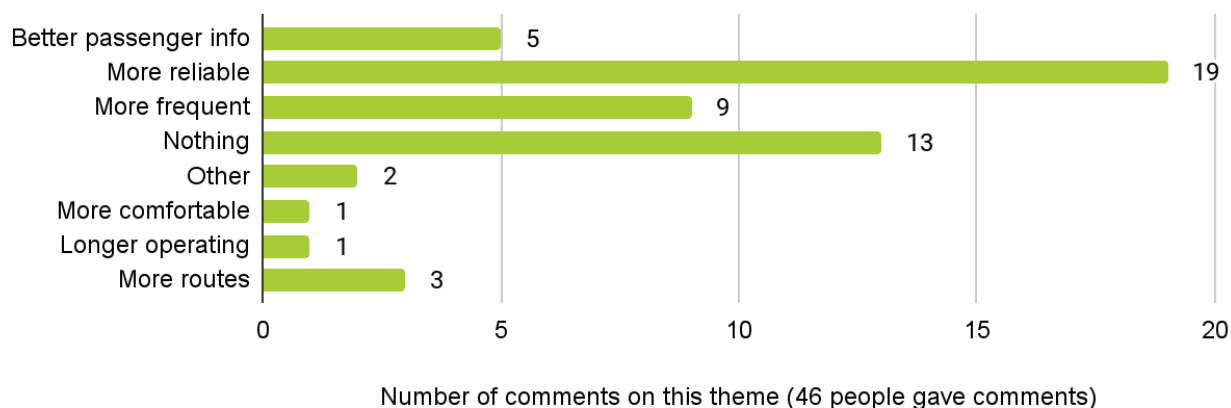
"The A doesn't have windows that open, so there's no air circulation or air conditioners. I had to get off last week. The B Is much better. It's a double decker"

"If they are late or don't turn up at all. There have been times when I've had to go back home."

"I want them to be on time. I want to be independent more. I want to get the bus but it's always late. I have to get picked up then"

"Unreliability. I used to take it regularly but I spent too much time standing by the bus stop waiting and it didn't turn up. So I get a lift or walk by the river"

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



Example comments:

"The buses don't seem to link up with the rail station. They've got a brand new transport hub but no bus services. It don't make sense to me"

"I'm from Sawtry. As long as they stay how they are, that would be good. A while ago they were worse"

"I'd still like a bus that went to Tesco's at the proper time. That used to be nice. I used to come to town on it one day and to Tesco's on it the alternate days. I did the shopping but really it was just to get out"

"I'd like them to be more reliable and punctual. And them to give someone to contact when it's cancelled. In Godmanchester we have no bus shelters. If it's cancelled on Sunday you have to wait 2 hours. If the weather's bad it's unpleasant"

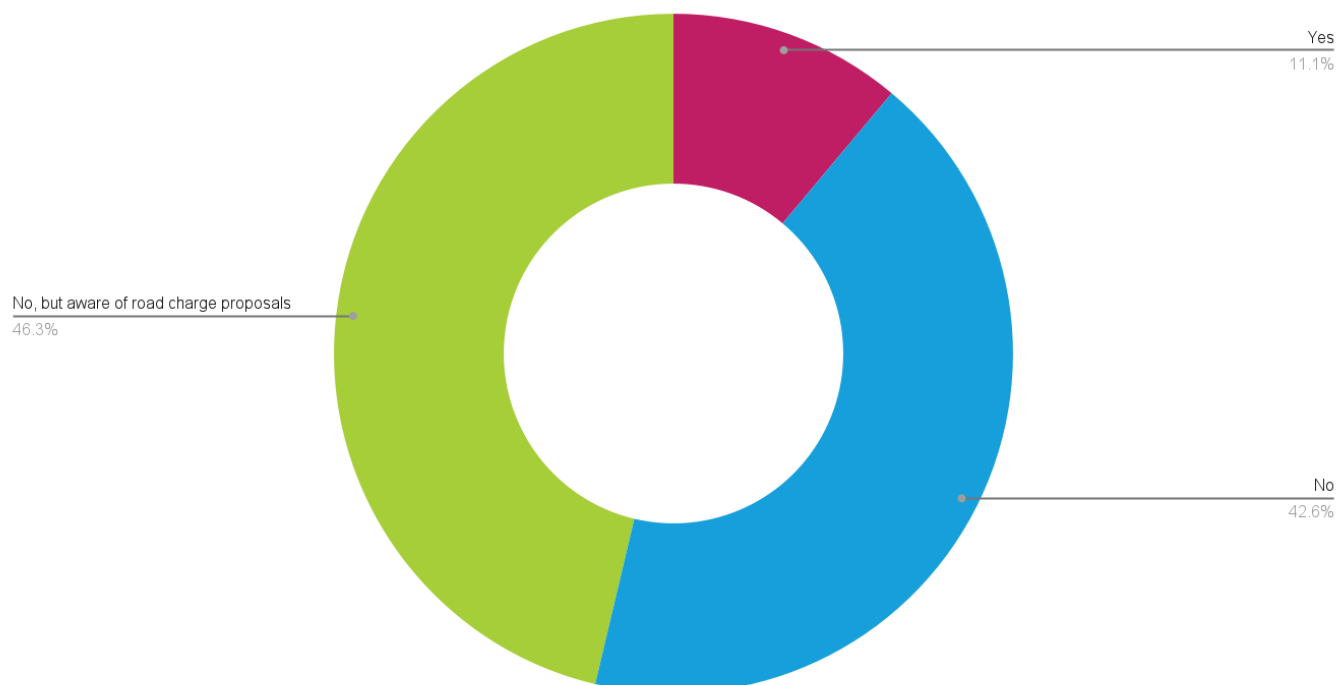
"I think they should be more reliable .I think they should put on the sign what's happening. Like the trains. If it's delayed they should tell you"

"More reliable...You can't rely on them if you need to get to the hospital. I have to book hospital transport"

"The bus stops don't give you enough information. The mobile app is very lffy"

"More variety in destination. I'd like to get to Ely or anywhere other than Cambridge or Peterborough"

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



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

