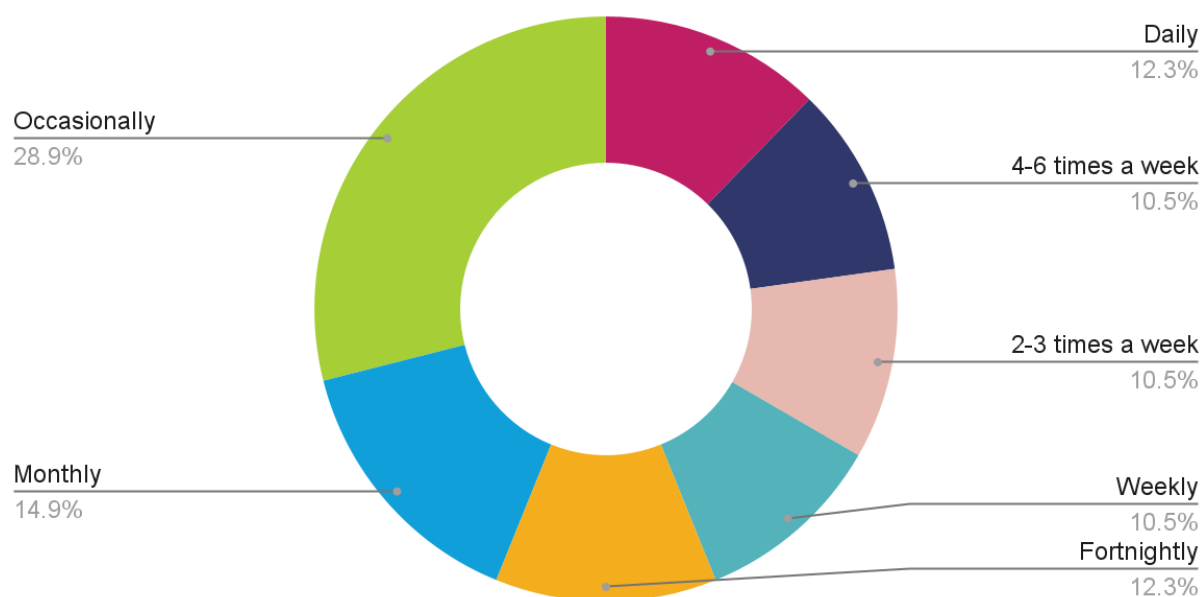


MONDAY 11 SEPTEMBER, 2023

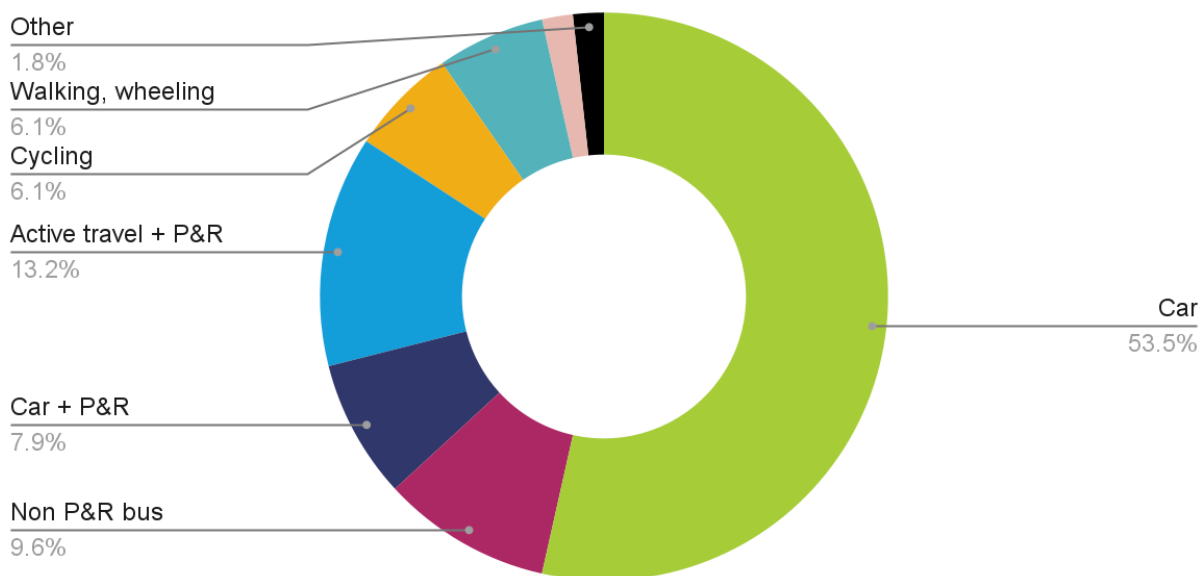
July/August 2023 Bus Survey:
Survey of Cambridge Park&Ride bus users
(number of people surveyed: 114)

We interviewed 114 Users of Cambridge Park&Ride services that stop at Drummer Street (i.e. including users of the PR5 extension to Landbeach and Waterbeach, but excluding PR1 users, as the PR1 stops at St. Andrews St). Results of surveys carried out in Ely and Huntingdon, and results of a survey of Cambridge non Park&Ride bus users are presented separately.

1. How often do you travel by bus?



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



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



Example comments on Qu 3

Yes

- "I would have cycled"*
- "I would have taken a taxi"*
- "I would have taken the train"*
- "I would have driven in"*
- "I would have reluctantly used the car"*

No

- "I wouldn't have paid £30 to park"*
- "I wouldn't drive into Cambridge. The cost of parking is horrendous"*

"I never come into Cambridge any other way than by bus. I don't like driving in towns"

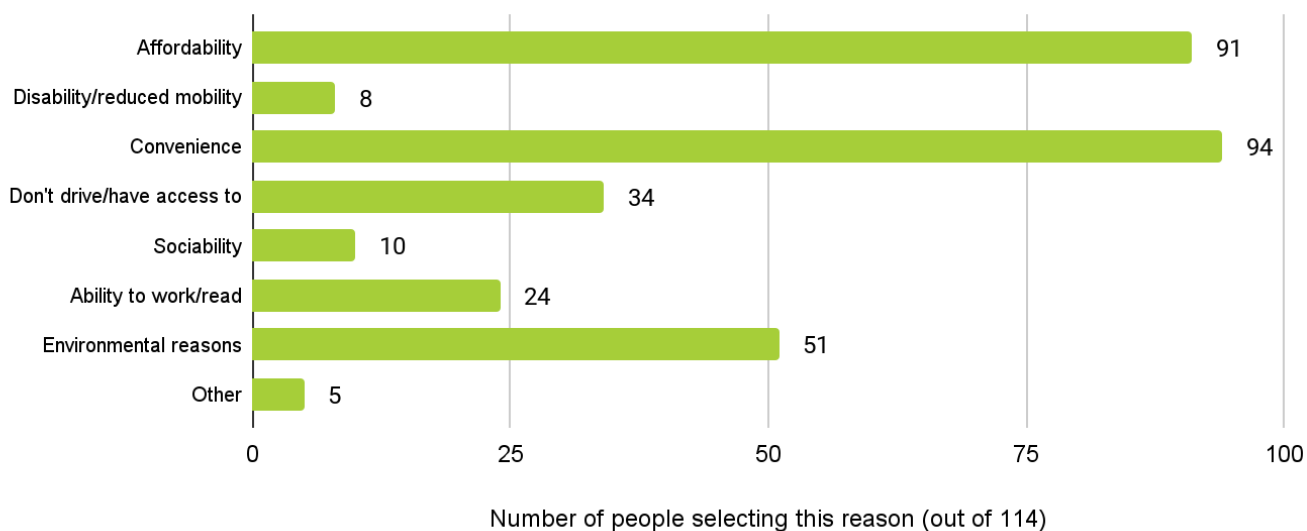
"It's much easier for shopping [in Cambridge] than driving"

"There's no affordable parking in the city centre; my employer doesn't offer parking"

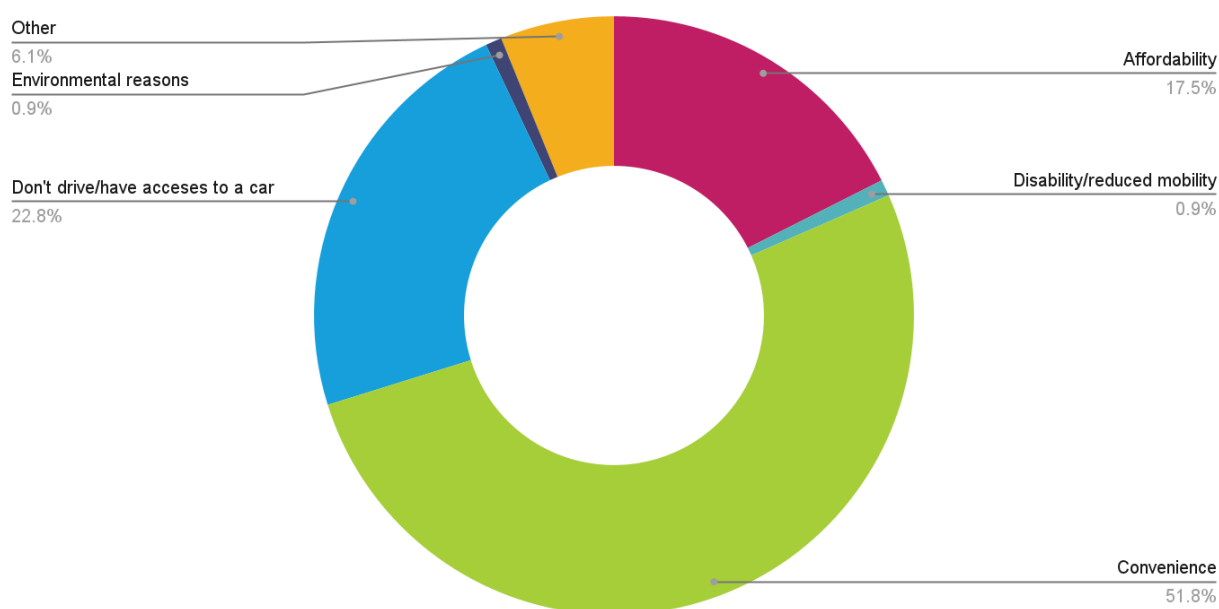
"To drive into the city and park is a faff. We would have gone somewhere else"

"Christchurch (village in Fenland) has no bus service"

4. Which of the following are reasons you use the bus? (choose all that apply)



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



Example comments on qus 4 and 5

"I wouldn't drive into Cambridge"

"Parking [in Cambridge] is very expensive"

"It's easier to park on the outskirts"

"It's more convenient than the car"

"Knowing it [the bus] is helping to reduce congestion"

"I can't park in Cambridge due to the cost"

"It's the difficulty of car parking - the spaces are full"

"Freedom from worry about parking charges and traffic"

"I avoid driving into town. The cost of parking is outrageous. I would only bring the motor in if collecting something big"

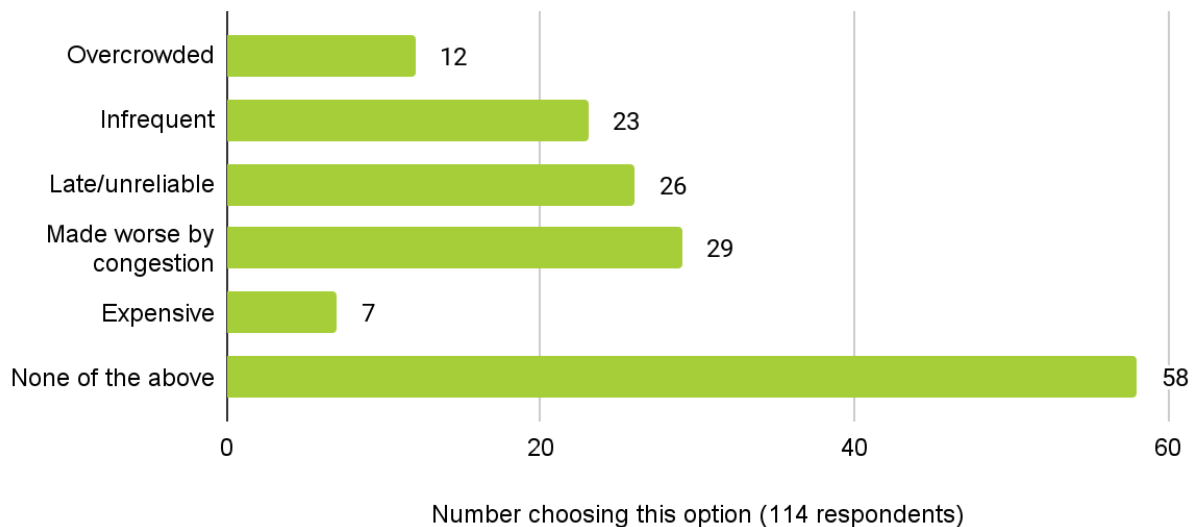
"I hate multi-storey car parks"

"The bus does all the hard work for you". You don't need to fight through traffic"

"You don't have to park the bus anywhere!"

"I use it to get to college. There's no parking at college"

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



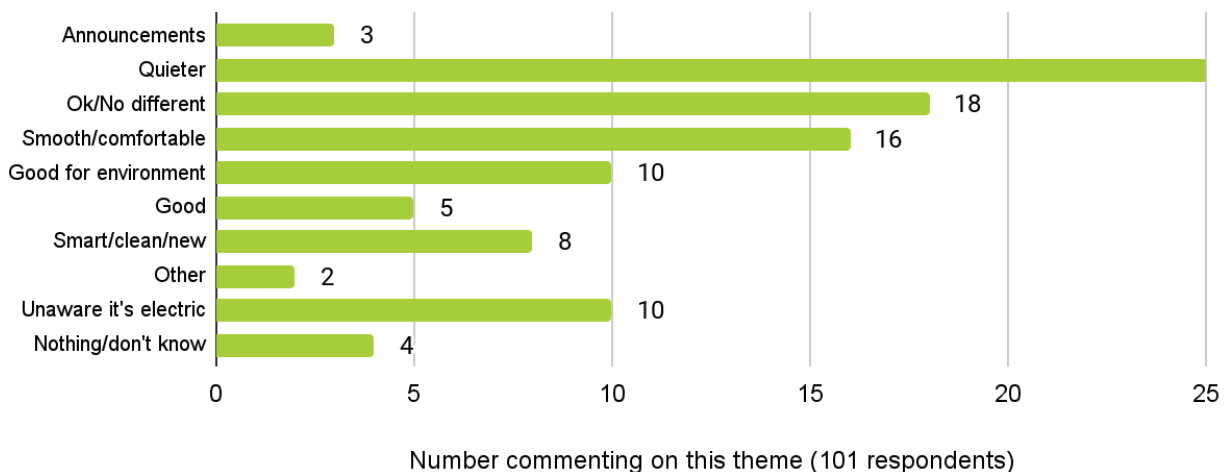
Example comments on Qu 6:

"£2 fare is good. Have been put off by price in past"

"It's possibly overcrowded at peak times. It's been made a lot less reliable by the roadworks"

"This one's utterly brilliant" [of P&R2]

7. What do you think of the new electric buses? (one response per interviewee; answers coded by theme)



Example comments

"Damn sight better than the crappy ones. They don't rattle"

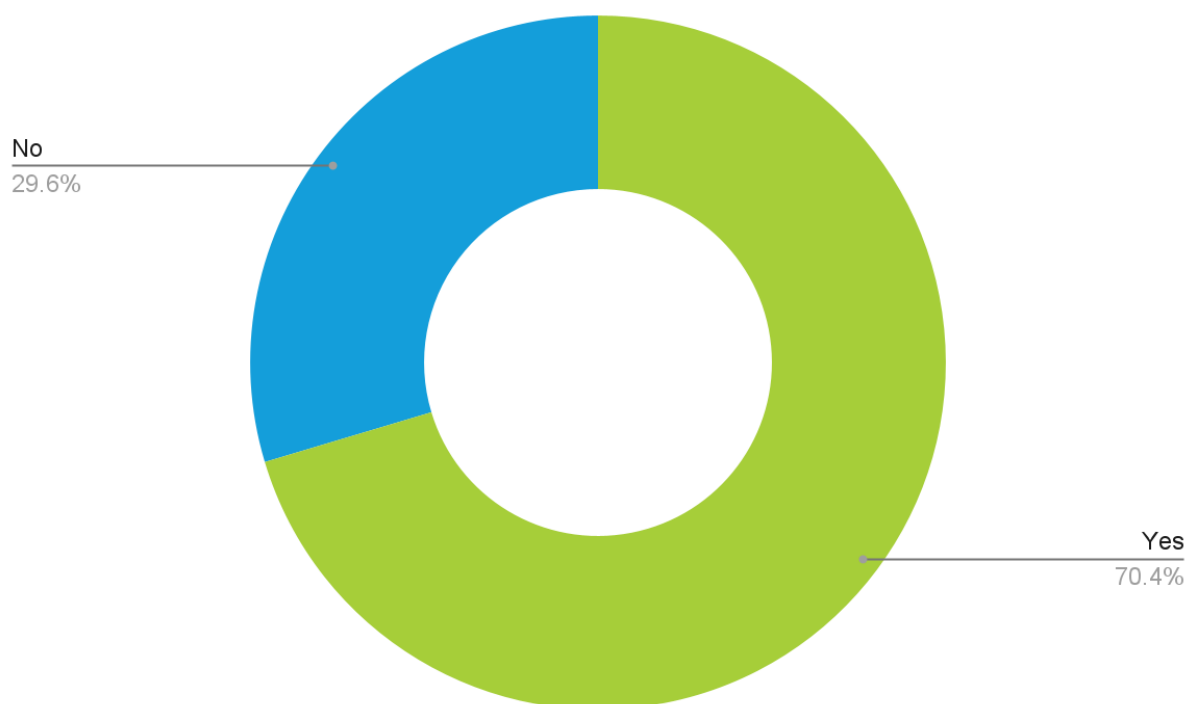
“Really good. Super happy for the environment. I’ve noticed they’ve started announcing stops. It’s very helpful if you’re falling asleep or not paying attention”

“They’re ok when they turn up”

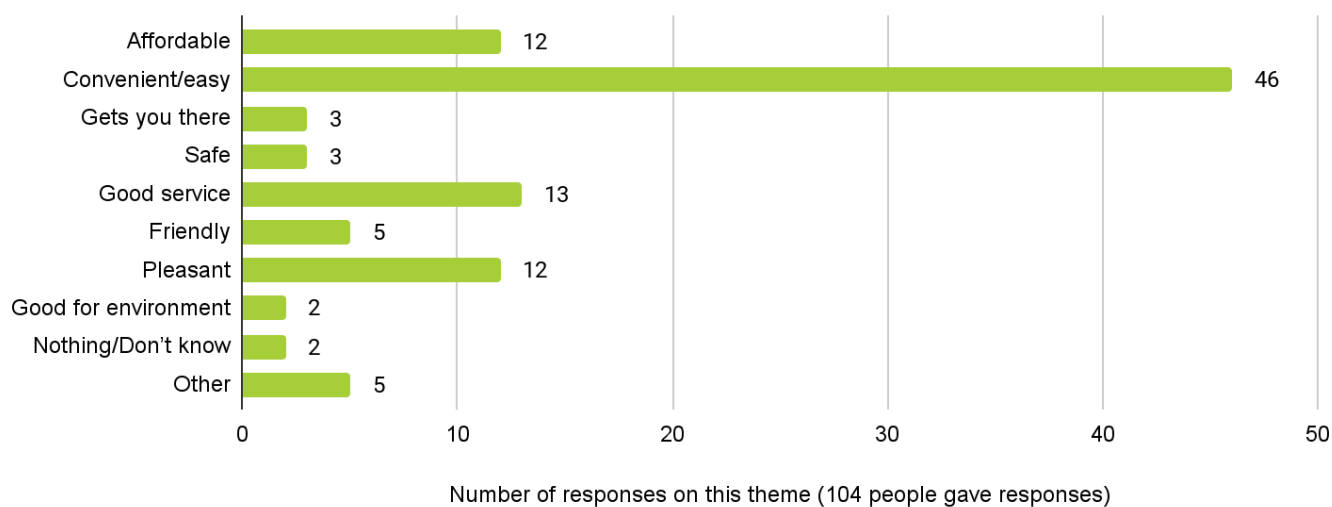
“It’s convenient to charge my phone”

“Best things the park and ride has ever done have been the changes to double decker and electric. They are quiet and more comfortable”

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



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



Notes on themes

Affordable: cheap bus fare, no need to pay to park car

Convenient/easy: easy, convenient, short distance to bus stop, stress-free, brings you to centre of city, no need to drive or park car

Safe: drivers are good; feel safe

Good service: frequent, quick, reliable

Friendly: drivers are friendly

Pleasant: clean, comfortable, nice view, fun for kids, can relax/work/read

"It's really convenient and comes straight into Cambridge"

"It takes the stress out of coming into Cambridge"

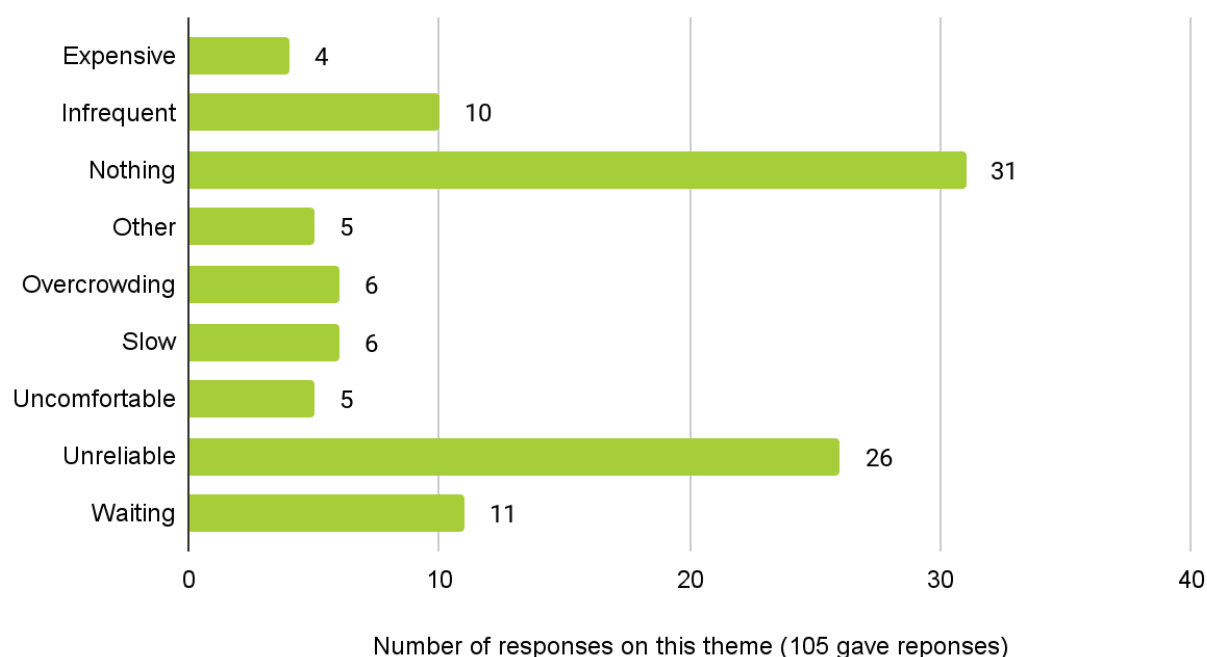
"It makes such a difference. I'm used to having you drive so to have the option to use the bus is really good"

"Not having to pay the extortionate car park fees"

"The kids like to sit at the top"

"It's prompt - every 10 mins"

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



Notes on themes:

Unreliable: unreliable, late, cancellations

Uncomfortable: lack of legroom, too hot, seats uncomfortable

Slow: slow, stuck in congestion

Waiting: having to wait at a bus stop, queuing at stop, queuing to get on

Example comments:

"Nothing. They're alright"

"Once I waited 1 hour"

"Sometimes it takes 30 mins, sometimes it takes 15"

"When it's late it's unhealthy overcrowded. COVID hasn't gone away"

"There's no shelter at Babraham Rd if it's raining"

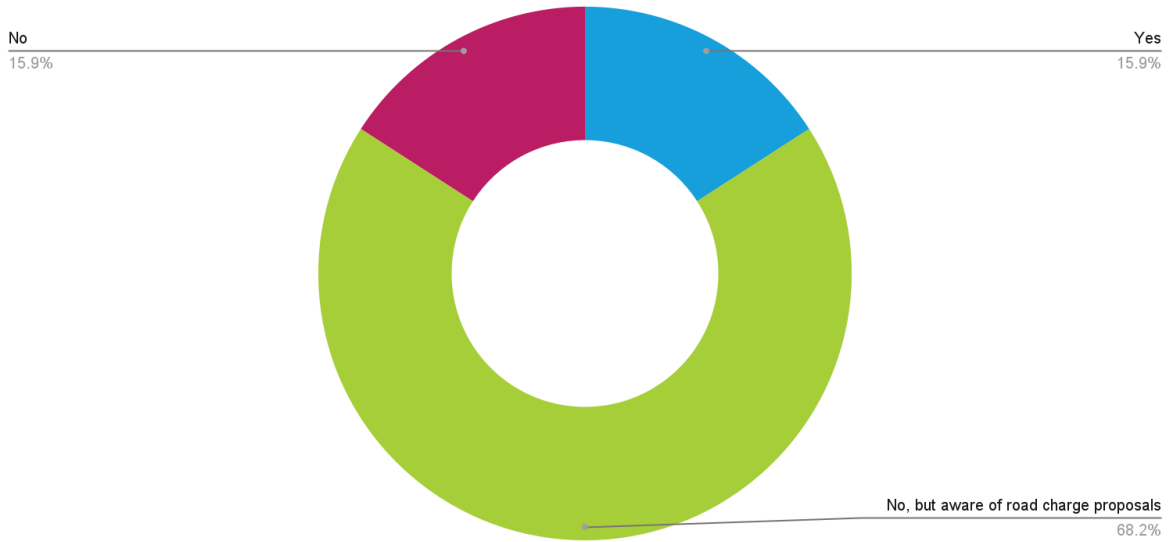
"The price on a daily basis"

“There’s not enough fresh air in summer”

“It’s not as regular as used to be”

“It can get stuck in traffic”

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 consultation survey?

