



Tracey Lee
Chief Executive

Plymouth City Council
Civic Centre
Plymouth PL1 2AA

Please ask for Helen Rickman
T 01752 398444
E helen.rickman@plymouth.gov.uk
www.plymouth.gov.uk/democracy
17 October 2013

WORKING PLYMOUTH

PARK AND RIDE BUS SERVICE REVIEW

Monday 28 October 2013
3.30 pm
Council House, Plymouth (next to the Civic Centre)

Members:
Councillor Murphy, Chair
Councillors Mrs Aspinall, Darcy and Wheeler.

Members are invited to attend the above meeting to consider the items of business overleaf.

This is the second of four review meetings for this Park and Ride Bus Service Review.

Tracey Lee
Chief Executive

WORKING PLYMOUTH

AGENDA

PART I – PUBLIC MEETING

1. APOLOGIES

To receive apologies for non-attendance by panel members.

2. DECLARATIONS OF INTEREST

Members will be asked to make any declarations of interest in respect of items on this agenda.

3. MINUTES

(Pages 1 - 4)

To confirm the minutes of the meeting held on 30 September 2013.

4. CHAIR'S URGENT BUSINESS

To receive reports on business which, in the opinion of the Chair, should be brought forward for urgent consideration.

5. RESULTS OF THE PARK AND RIDE SURVEY

(Pages 5 - 20)

Members will be provided with the results of the Park and Ride survey.

6. WITNESSES

The Managing Director for City bus, Richard Stevens, will be in attendance. Under this item Members will discuss witnesses to be called to the next meeting.

7. EXEMPT BUSINESS

To consider passing a resolution under Section 100A (4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in paragraph(s) of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II (PRIVATE MEETING)

AGENDA

MEMBERS OF THE PUBLIC TO NOTE

that under the law, the Panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

NIL.

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Working Plymouth

Monday 30 September 2013

PRESENT:

Councillor Murphy, in the Chair.
Councillor Ball, Vice Chair.
Councillors Mrs Aspinall, Darcy and Wheeler.

Apologies for absence: Councillor Dreaan

Also in attendance: Ralph Ellis (Public Transport Officer), Gill Peele (Lead Officer), Helen Rickman (Democratic Support Officer) and Andy Sharp (Public Transport Manager).

The meeting started at 3.30 pm and finished at 4.45 pm.

Note: At a future meeting, the committee will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

25. **DECLARATIONS OF INTEREST**

There were no declarations of interest in accordance with the code of conduct.

26. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's Urgent Business.

COOPERATIVE REVIEW: PARK AND RIDE BUS SERVICE

27. **Cooperative Review Request Form**

Members noted the Cooperative Review Request Form.

28. **Cooperative Review Project Plan**

Members noted the Cooperative Review Project Plan.

29. **Introduction and briefing report**

Andy Sharp, Public Transport Manager, and Ralph Ellis, Public Transport Officer, provided the Panel with an update.

The Panel was informed that –

- (a) Plymouth currently had the following Park and Ride services; PR1 for Milehouse and the George Interchange, PR2 for Coypool and PR3 from the George to Derriford Hospital and the University of St Mark and St John;

- (b) the strategic purpose of the Park and Ride is to help with traffic congestion into the city;
- (c) the Park and Rides run up to every 10 minutes;
- (d) the total costs for all sites in 2012/13, including maintenance and National Non-Domestic Rates (NNDR) was £178,447; this was partially offset by income for the Motorcycle Training School at Coypool, a departure charge paid by the bus operator and the NHS Trust contributions for the George Junction Park and Ride;
- (e) passengers currently paid on the bus; car parking was free;
- (f) First Devon and Cornwall staff the George and Coypool sites;
- (g) the decline in patronage of the PR1 service was not as significant as expected; patronage for the PR2 had slightly increased;
- (h) although the PR3 had grown in patronage, following the end of section 106 funding was likely to reduce to a 20 minute service;
- (i) officers had undertaken a summary of 26 other local authorities that run a Park and Ride service; this was contained at appendix a of the report;
- (j) the Park and Ride accepted concessionary passes; members were advised that in 2009 an amendment was introduced to The Travel Concessions (Eligible Services) (Amendment 2009) in which local authorities could consider if specific could be excluded from the concessionary travel scheme where an amenity element within the fare could be demonstrated;
- (k) the park and ride sites were also used for car-boot sales and charity events

In response to questions raised it was reported that –

- (l) car-pooling was encouraged at other Park and Ride sites across the country;
- (m) initially the Park and Ride service was subsidised by the Council however since the service went commercial in 2010, the Council was not involved in the setting of prices;
- (n) customers were encouraged to use Park and Ride buses at the Park and Ride sites however this was not enforced; it was understood that some people were parking at Milehouse Park and Ride and were using other bus services nearby;
- (o) several services had been withdrawn from the George Interchange since it was built;
- (p) it was not considered that revenue generating services such as car washing services would be viable at the Park and Ride sites as especially on weekdays there was not a lot of churn of users;
- (q) there was a proposal that cycle hire may be available at Coypool Park and Ride in the future;
- (r) wi-fi facilities were not available on Park and Ride buses; so far in Plymouth this had only been introduced on services that had longer journey times;
- (s) the capacity for the Park and Ride car parks was as follows: Milehouse, 650, the George, 750 including 250 spaces for the hospital and 450 for Coypool including the overflow spaces;

- (t) a sum had been secured through the planning process from the Higher Home Park development to allow for measures to be implemented should parking issues arise as a result of the development;
- (u) there was no contribution from Plymouth Argyle Football Club on occasions when the Park and Ride site was used for parking for spectators;
- (v) the inbound Park and Ride bus at Milehouse no longer drove around the car parks perimeter road; passengers caught the bus from the main road;
- (w) in 2012/13, 44% of users for the park and rides were concessionary users.

Members noted the report.

30. **Draft survey for Park and Ride Bus Service Usage**

Members discussed the draft survey for the Park and Ride Bus Service.

It was discussed that –

- (a) the draft questionnaire was good however needed amending slightly;
- (b) there should be a question on the survey asking if passengers would still use the Park and Ride service if the concessionary entitlement was removed;
- (c) it was considered that the best time to undertake this survey would be for a three hour slot between 7.30am and 10.30am;
- (d) there were suggestions that, in order to make best use of the survey and save time, the survey could be left with passengers on the bus and collected by a Council Officer on departure; this was not considered feasible due to the amount of different stops on the journey back into the city centre;
- (e) the survey should ask where the passenger has come from; postcode to be included;
- (f) it was considered best use of time for members to undertake the survey on the same day at the three separate sites; officers would also be in attendance to help;
- (g) a question should be asked regarding the number of people car sharing at Park and Ride sites;
- (h) the survey would be better if it just covered two sides of A4; this would allow surveys to be completed quicker;
- (i) if the passenger was not a concessionary user then they didn't need to answer question 10;
- (j) passengers should be asked why they liked the service and what they thought could be improved;
- (k) the Park and Ride sites were left open in the evenings; there were only height restrictions on the entrance and exits to the Coypool site;
- (l) the Council did not charge for parking at football matches at Milehouse or Speedway events at Coypool;

- (m) displacement used to happen more at Coypool into the B & Q car park;
- (n) at Coypool cars were now parking on the public highway outside of B & Q right up to the bend near the speedway; it was considered that a double yellow line near the bridge would alleviate this problem;
- (o) Councillors Murphy, Mrs Aspinall and Wheeler were able to do the survey on Tuesday 8 October 2013; further information would be emailed to them.

Agreed that the Park and Ride survey should be amended, as reflected in the members' discussion.

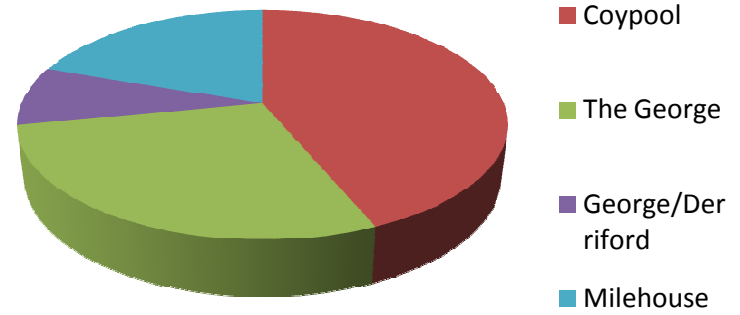
31. **EXEMPT BUSINESS**

There were no items of exempt business.

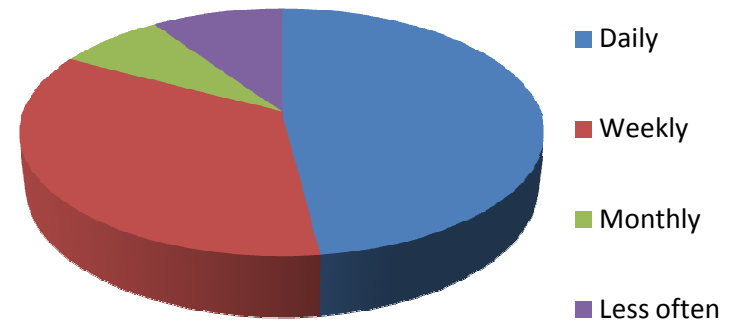
Park and Ride Consultation

Consultation Description	This survey will ask users their experiences of park and ride sites in the City.
Consultation Start Date	30/09/13 13:43
Consultation End Date	17/10/13 13:43
Total Responses	506
Report Date	15/10/13 15:23

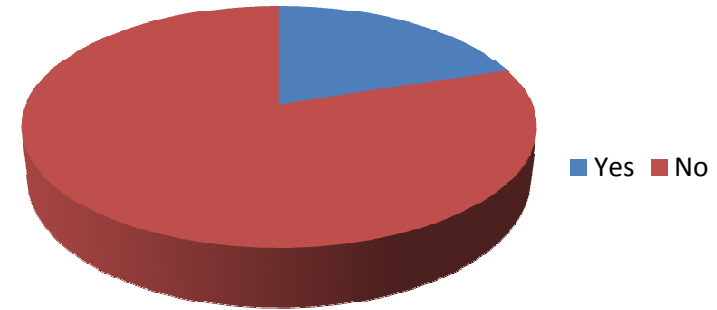
Location			
	% Total	% Answer	Count
Number of Responses	100.00%	-	506
Coypool	43.68%	43.68%	221
The George	28.26%	28.26%	143
George/Derriford	8.30%	8.30%	42
Milehouse	19.76%	19.76%	100
Total	100.00%	100.00%	506



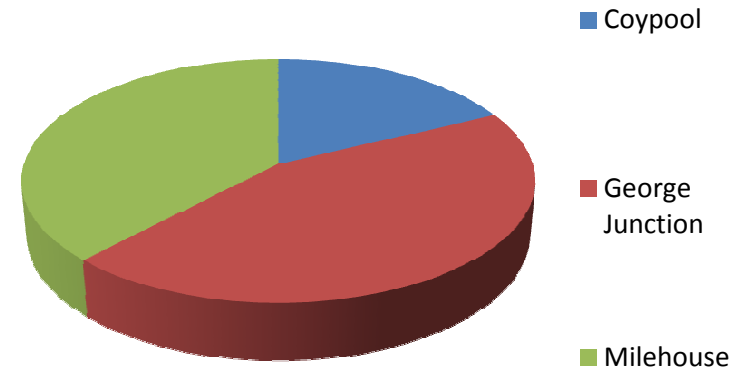
Use of Site			
	% Total	% Answer	Count
Number of Responses	100.00%	-	506
Daily	48.02%	48.02%	243
Weekly	34.78%	34.78%	176
Monthly	7.71%	7.71%	39
Less often	9.49%	9.49%	48
Total	100.00%	100.00%	506



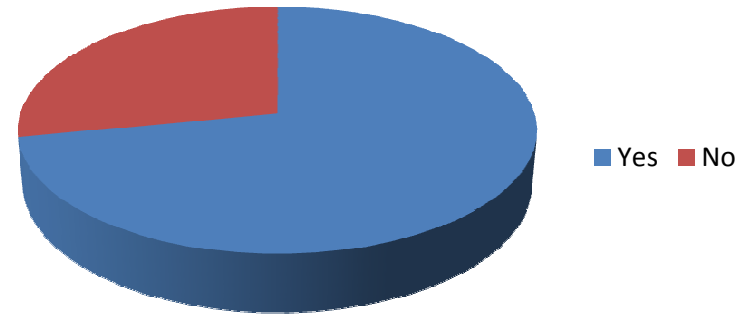
Other Sites			
	% Total	% Answer	Count
Number of Responses	97.63%	-	494
Yes	19.57%	20.04%	99
No	78.06%	79.96%	395
[No Response]	2.37%	-	12
Total	100.00%	100.00%	506



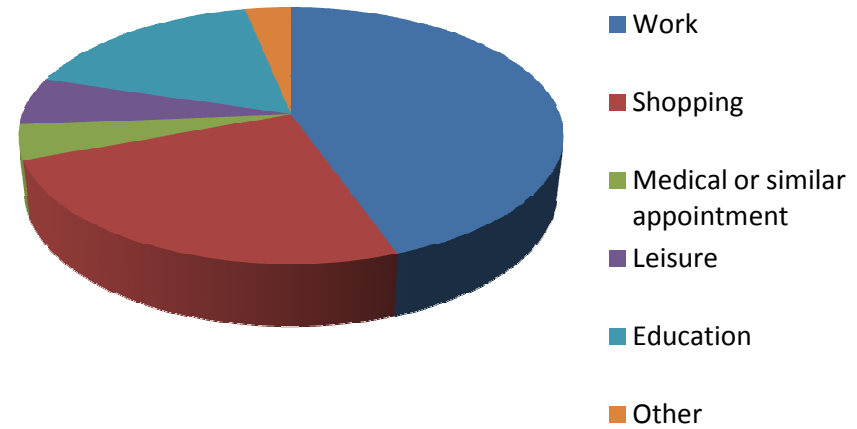
Other Park and Ride Sites Used				
	% Total	% Answer	% Frequency	Count
Number of Responses	18.38%	-	-	93
Coypool	3.35%	17.89%	3.36%	17
George Junction	8.27%	44.21%	8.30%	42
Milehouse	7.09%	37.89%	7.11%	36
[No Response]	81.30%	-	81.62%	411
Total	100.00%	100.00%	-	506



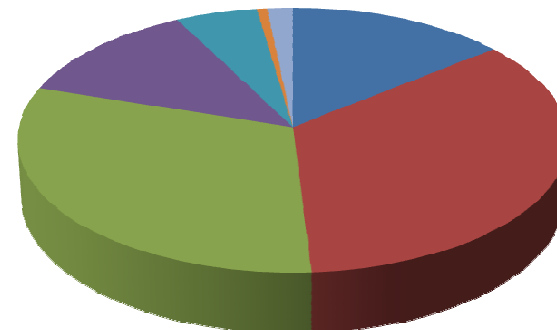
Resident of Plymouth			
	% Total	% Answer	Count
Number of Responses	99.41%	-	503
Yes	71.54%	71.97%	362
No	27.87%	28.03%	141
[No Response]	0.59%	-	3
Total	100.00%	100.00%	506



Purpose of Journey			
	% Total	% Answer	Count
Number of Responses	99.21%	-	502
Work	44.27%	44.62%	224
Shopping	24.51%	24.70%	124
Medical / similar appointment	4.35%	4.38%	22
Leisure	5.93%	5.98%	30
Education	17.00%	17.13%	86
Other	3.16%	3.19%	16
[No Response]	0.79%	-	4
Total	100.00%	100.00%	506



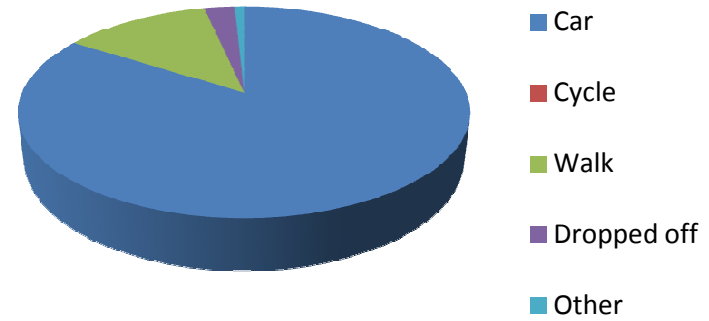
Why do you use Park and Ride? *				
	% Total	% Answer	% Frequency	Count
Number of Responses	99.21%	-	-	502
Speed and reliability	14.08%	14.14%	25.49%	129
Convenience	34.72%	34.87%	62.85%	318
Cheaper than driving/parking	30.79%	30.92%	55.73%	282
Difficulty in finding suitable parking	12.45%	12.50%	22.53%	114
Less stressful than driving into the city	5.24%	5.26%	9.49%	48
No other service to/ from my area	0.66%	0.66%	1.19%	6
Other	1.64%	1.64%	2.96%	15
[No Response]	0.44%	-	0.79%	4
Total	100.00%	100.00%		916



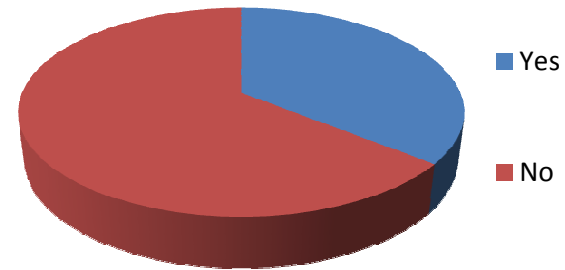
- Speed and reliability
- Convenience
- Cheaper than driving/parking
- Difficulty in finding suitable parking
- Less stressful than driving into the city
- No other service to/ from my area
- Other

* Multiple responses

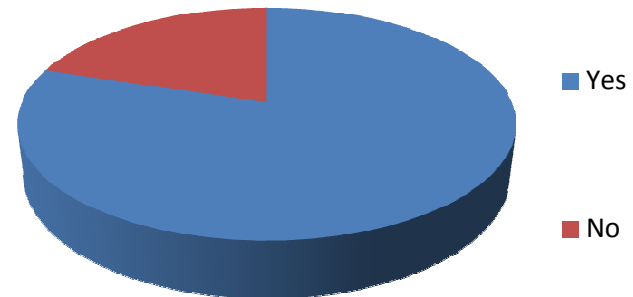
Travel to Park and Ride Site			
	% Total	% Answer	Count
Number of Responses	99.01%	-	501
Car	83.20%	84.03%	421
Cycle	0.00%	0.00%	0
Walk	12.45%	12.57%	63
Dropped off	2.57%	2.59%	13
Other	0.79%	0.80%	4
[No Response]	0.99%	-	5
Total	100.00%	100.00%	506



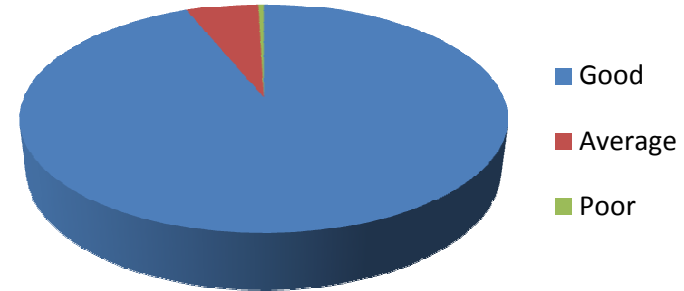
Concessionary Bus Pass Holder?			
	% Total	% Answer	Count
Number of Responses	96.05%	-	486
Yes	34.39%	35.80%	174
No	61.66%	64.20%	312
[No Response]	3.95%	-	20
Total	100.00%	100.00%	506



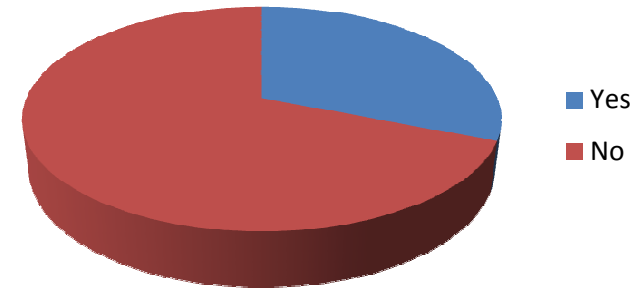
Would be prepared to pay for service ? (Concessionary Bus Pass Holders only)			
	% Total	% Answer	Count
Number of Responses	100.00%	-	174
Yes	75.2%	75.2%	131
No	24.8%	24.8%	43
Total	100.00%	100.00%	174



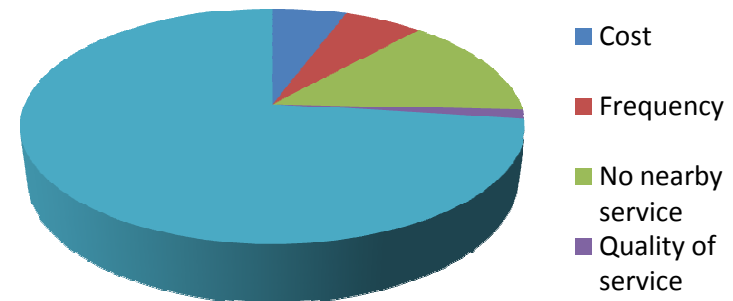
Experience Rating				
	% Total	% Answer	% Frequency	Count
Number of Responses	96.44%	-	-	488
Good	90.51%	93.85%	90.51%	458
Average	5.53%	5.74%	5.53%	28
Poor	0.40%	0.41%	0.40%	2
[No Response]	3.56%	-	3.56%	18
Total	100.00%	100.00%	-	506



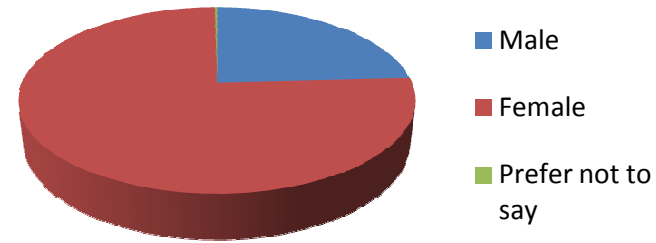
Uses Other Bus Services			
	% Total	% Answer	Count
Number of Responses	96.84%	-	490
Yes	30.04%	31.02%	152
No	66.80%	68.98%	338
[No Response]	3.16%	-	16
Total	100.00%	100.00%	506



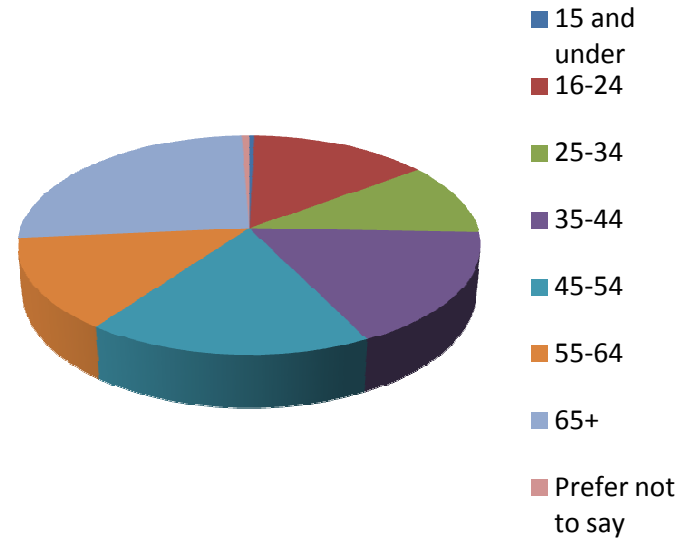
Reasons if not using other services.			
	% Total	% Answer	Count
Number of Responses	100.00%	-	338
Cost	4.1%	4.1%	14
Frequency	4.4%	4.4%	15
No nearby service	10.3%	10.3%	35
Quality of service	1.00%	1.00%	3
Other	80.2%	80.2%	271
Total	100.00%	100%	338



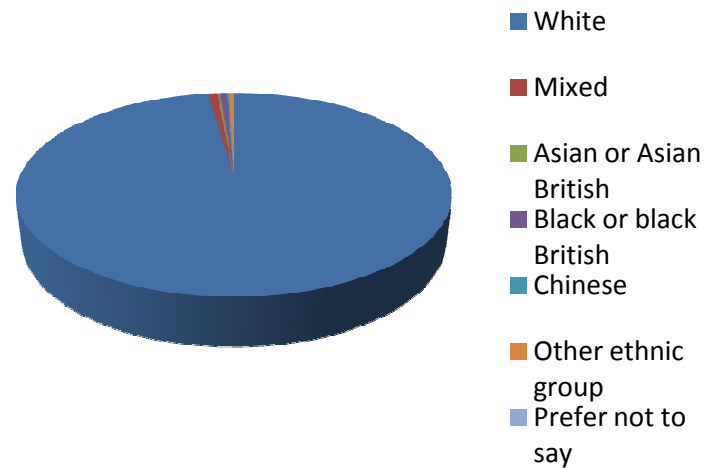
Gender			
	% Total	% Answer	Count
Number of Responses	94.66%	-	479
Male	22.92%	24.22%	116
Female	71.54%	75.57%	362
Prefer not to say	0.20%	0.21%	1
[No Response]	5.34%	-	27
Total	100.00%	100.00%	506



Age			
	% Total	% Answer	Count
Number of Responses	95.85%	-	485
15 and under	0.40%	0.41%	2
16-24	13.83%	14.43%	70
25-34	10.28%	10.72%	52
35-44	16.40%	17.11%	83
45-54	16.60%	17.32%	84
55-64	13.04%	13.61%	66
65+	24.70%	25.77%	125
Prefer not to say	0.59%	0.62%	3
[No Response]	4.15%	-	21
Total	100.00%	100.00%	506



Ethnicity	% Total	% Answer	Count
Number of Responses	96.84%	-	490
White	94.66%	97.76%	479
Mixed	0.79%	0.82%	4
Asian or Asian British	0.20%	0.20%	1
Black or black British	0.59%	0.61%	3
Chinese	0.20%	0.20%	1
Other ethnic group	0.40%	0.41%	2
Prefer not to say	0.00%	0.00%	0
[No Response]	3.16%	-	16
Total	100.00%	100.00%	506



Users of Park and Ride from Postcodes Outside of Plymouth

Ivybridge	16%	Yelverton	11%
Tavistock	10%	Newton Abbot	9%
Exeter	6%	Callington	3%
Paignton	3%	Saltash	2%
Gunnislake	2%	Liskeard	2%
Redruth	2%	Other	33%

Total 141 responses

Comments Received

Question 7a - comments for other reasons for using Park and Ride Service

Lazy
 If quick visit park in Sainsburys
 mobility scooter
 No car
 No parking in space
 Lost car park permit
 Easier than other buses
 Car share
 Depends on length of stay in plymouth
 Car share and no parking at destination
 No parking at destination
 No parking at destination (Marjons)
 Good drivers
 No Parking at destination (Marjons)
 No parking at destination (Marjons)
 No parking at destination (Marjons)

Question 8a - comments for other ways of getting to Park and Ride Service

Car shared with mum
 mobility scooter
 Car share
 Car share
 Car share
 NO 25 BUS

Question 12 - comments for rating general experience of Park and Ride Service

Efficient
 Clean buses
 Cleaner than most buses
 Easy access, cheaper than parking
 Frequency
 Except long wait at Milehouse on inbound from George
 Visiting so only time being used
 reliable & convenient
 reliable & convenient
 frequent and drivers are polite
 Sometimes unreliable, stopped using portable machine, full
 Regular, driver courteous, reliable, good condition buses
 regular service
 frequent and nice staff
 cheap, reliable and frequent
 reliable
 clean, reliable and frequent
 regular
 sometimes after 8am so busy waiting about and standing is not nice.
 Drivers sometimes rude, some drive too fast
 accessible and not expensive
 Frequent, comfortable and clean
 Always on time
 Some drivers are rude

Question 12 Continued.....

convenient	Quick, frequent	direct journey
gets to work on time	Convenient, reliable	Wonderful
regular	pleasant drivers	Christmas shopping
frequency	regular	convenient
Quick	quick	direct journey
reliable	regular	convenience
quicker into town	frequency	direct
On time	Would like to be able to use the concession pass earlier	Direct, easy, convenient
frequent, easy parking and affordable	quick	reliable
accessibility	direct	frequency
convenient and punctual	Frequency, convenience	finish to early
Good drivers, reliable & quick	Convenient for shopping	quick
direct	Great	clean
Could run later into the evening	No problems	direct
quick	quick	Regular and reliable
convenient	quick, comfortable	depends on reliability
great drivers	Reliable	no stop direct route
Drivers polite, buses clean	Reliable	Convenience
reliable, quick and convenient	Better with ticket man, causes delays	reliable
Convenient	Frequency	first time
Only once a problem, driver closed door before person could board	Convenience, Always in time, drivers friendly. I have a disability so being able to park and board bus on the flat is excellent	Very often at 6.20 no bus due to events
	Cost, convenience	direct
	reliable	Reliable 80%
	Frequent, reliable	Reliable, Christmas is a nightmare
	Frequent and generally reliable	on time
		direct journey
		regular
		Timings are wrong, only AM
		direct service quick

Question 12 Continued.....

direct on time	Easy to park, no traffic	plenty of buses, regular and good price
efficient	Frequency, reliable, convenient	Reliable
Reliable	Size of bus isn't adequate for foot fall of passengers	On time, quick
direct	Prompt, polite, convenient	Reliable clean
direct	REGULAR	Good in, poor out
Reliable	Not reliable but good overall	Frequent
friendly	Reliable	Depends on the driver - attitude/driving Better discount for monthly basis Pay for what you use
regular	Convenience, cost	Reliable
regular service and spaces	Time 10 mins, cheap	Time of buses, always late, more buses at 5pm, should use Bretonside
sometimes late	Bus drivers attitude	Quick, cheap
frequent	RELIABLE AND CHEAP	GOOD MORNING SERVICE
frequent, on time friendly	80% RELIABLE	RELIABLE
Timings	No alternative - other buses changed times, would be late for work without it	Frequent, convenient , and the cost of parking
good stuff	Reliability - bus every 10 minutes	Drivers good, convenient to where living
Frequent	RELIABLE AND CHEAP	Direct
Frequency, comfort	On time, frequent	Quick
SPEEDY	RELIABLE , SPACES, DIRECT	Nice driver
Covenience but sometimes buses delayed trying to load too many passengers	Reliability	Quick,clean
Direct route, speedy	More convenient	FREQUENT
Frequency very good, longer running hours	More than 10 mins, gap in evenings between buses	Convenient, cheap
Convenience, frequency	Reliable, frequent	Reliable
Frequency, clean, friendly drivers	Convenience	Just a bus, okay
regular and drivers nice	Reliable, frequent	Single decker from 5-11pm bus viaduct, no double decker peak time
Always on time	DRIVERS REALLY GOOD	Reliable buses
QUICK AND CONVENIENT	DRIVERS HELPFUL	Polite drivers
convenient	FREQUENCY	Timing
On time No stops	Reliable, frequent	Clean, reliable, on time
HAVE TRIED OTHER BUS SERVICES AND THIS IS THE EASIEST	Convenient	Lovely
frequent and bus drivers nice	Reliable	Not enough double deckers
Reliable	Wait a long time for buses, PR1 stack up - time for waiting affect PR2 buses	RELIABLE AND REGULAR
	Toilets poor, not a great gateway, regular service	DRIVERS FRIENDLY
		convenient
		Traffic delays the service

Question 12 Continued.....

Easy, regular
 More frequent service, punctuality
 No stopping
 Reliable, frequent
 Timing
 Easy

 Convenient and reliable service
 Friendly drivers
 Timing
 Reliable and comfortable
 Reliable, cheap
 Because of convenience, drivers friendly
 shame about increasing prices
 Reliable, frequent, good drivers
 FRIENDLY DRIVERS
 RELIABLE GOOD DRIVERS
 Reliable, excellent service, drivers good
 Reliable, quick
 Sometimes delays
 Cheaper
 Reliable, quick
 Convenient, frequent, comfortable
 Convenient, frequent

Convenient, fast
 Regular service, frequent
 Convenient, reliable, quick
 reliable
 Convenient, fast
 Reliable
 hAPPY
 good drivers, convenient and fast
 Timely, regular, clean
 reliable service, comfortable buses, good drivers, fast service, easy to get to
 Would like to run later
 Reliable, quick, cheap
 CONVENIENT
 Fast, frequent
 Fast, frequent
 PR3 should run weekends
 First time traveller on P&R
 Speed
 Speed, times are convenient
 Regular services, frequent

 convenient
 excellent
 quicker journey
 excellent
 reliable
 good staff
 pleasant drivers
 clean
 plenty of parking
 excellent

Question 14a Other Reasons for not using other bus services

No need	drive	Too easy fro PRI	Car
1/1A, 43A, 76, 592/3	no need	Car driver, P&R for town	drive
Evening journeys after 18.30 - no P&R	No need	No need	Don't need to
No need	drive	Drive everywhere	don't drive
Use car	Citybus - St Budueax 1. Wef 27/10 reducing service from 10 mins to 12 mins - maybe 10am - 3pm reduce to 20 mins, up to 10am and after 3pm keep to 10 mins. 2. When Home Park is developed, how will road/car park be affected.	No need	Easy, direct
No need		Quality of service	drive
No need - car		No need for other buses	drive
Don't like stopping at every bus stop		Inconvenient	out of use
Only use P&R	drive	Not from Plymouth	Frequency
No buses, 2 miles to bus stop and then once an hour	Work only in Plymouth so otherwise travel to other locations	Don't know how to get them	not needed
Visiting Plymouth	No need - car	If not using Park and Ride I drive	drive
no need	Â£6-Â£10 if I can catch bus with family	Just drive	no need
no need	Only use P&R	drive	Direct route
Car - no need	Got car	Car	dont need to
health	Train from St Germans	I would drive	Direct
Don't need to	Don't need to	Car	DIRECT
No need	Use P&R	Car	Easier by car
walk everywhere	Don't live in Plymouth	drive	Live outside Plymouth
No need to	drive	no need	No need
No need	doesn't live in Plymouth	drive	DONT NEED TO
lives outside of plymouth	No need	no need	Dont need to
No need	Need to run later on Thursdays for late night shopping	no need	No need to
no need to	No need	no need	Do not need to as use Park & Ride
Car user	no need	no need	dont need to
No need to	Drive	no need	DONT NEED TO
No need	Drive	no need	Dont need to
No need	drive	school traveller	DONT NEED TO
No need	Use car	drive	Car, cost
		drive	Don't want to
		no need	

Question 14a Other Reasons for not using other bus services continued.....

DIRECT	No need	
DONT NEED TO	Car	
Frequency	I would rather drive	
DONT NEED TO	Got a car	
Do not come to Plymouth enough	have a car	
Not familiar with bus services	HAVE CAR	
USE CAR	No need to	
Not familiar with bus services	No need	PR1 should run later
No need	Live opposite and only need to travel to town during the week	More buses to Woolwell please
No need to	No need	Retired no need
Time	No need	Drive
No need to	No need	AND QUALITY OF SERVICE
No need to	Live in Exeter	Not resident in Plymouth
Dont need to	No need	Not resident in Plymouth
Don't need to	USE CAR	No need
No reason	No need	No need
Don't like to take the bus - dirty, P&R is environmentally friendly and clean	USE CAR	Use car
No need to	not a resident in plymouth	Live in city centre no need to use buses
No need to	USE SERVICE 83/86	Not resident in Plymouth
use park and ride	Live outside Plymouth only come in for work	drive
dont need to	HAVE CAR	drive
Quality of service	LIVE IN CITY CENTRE	slow service
No need	No need	
No need	No need	
No need to	Not resident in Plymouth	
No need	Not resident in Plymouth	
AND FREQUENCY	Not resident	
Dont need to	Not resident	
IF NOT WORKING	Nor resident in Plymouth	
	Not resident in Plymouth	
	Drive, expensive	