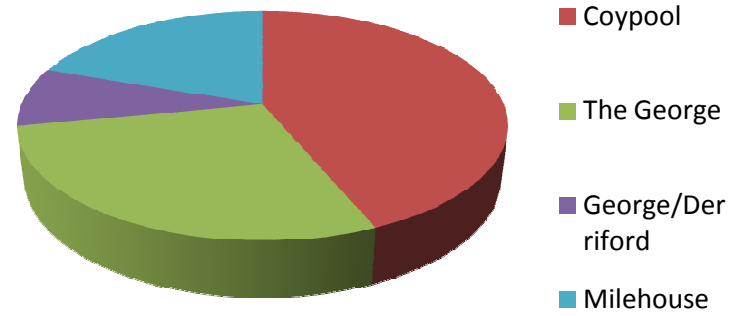


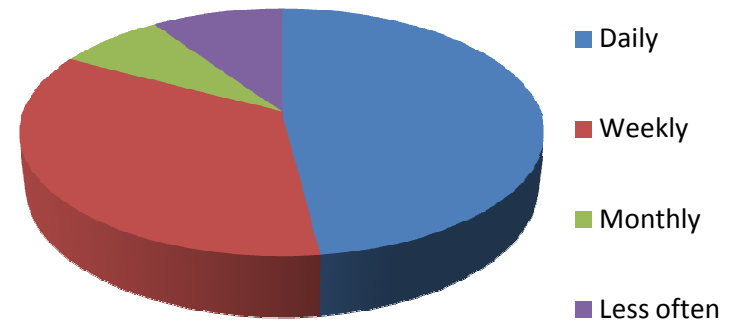
# Park and Ride Consultation

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

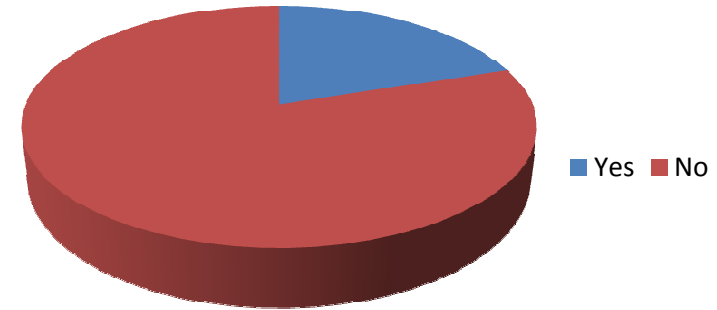
Location			
	% Total	% Answer	Count
<b>Number of Responses</b>	<b>100.00%</b>	-	<b>506</b>
Coypool	43.68%	43.68%	221
The George	28.26%	28.26%	143
George/Derriford	8.30%	8.30%	42
Milehouse	19.76%	19.76%	100
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>506</b>



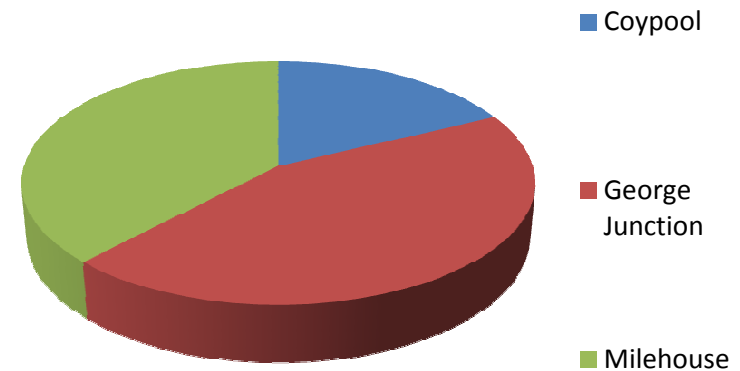
Use of Site			
	% Total	% Answer	Count
<b>Number of Responses</b>	<b>100.00%</b>	-	<b>506</b>
Daily	48.02%	48.02%	243
Weekly	34.78%	34.78%	176
Monthly	7.71%	7.71%	39
Less often	9.49%	9.49%	48
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>506</b>



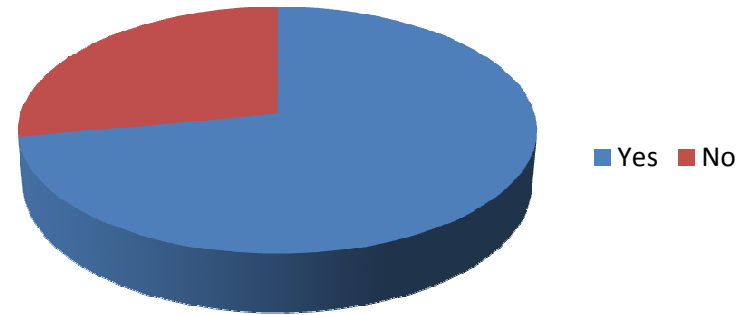
<b>Other Sites</b>			
	<b>% Total</b>	<b>% Answer</b>	<b>Count</b>
Number of Responses	97.63%	-	494
Yes	19.57%	20.04%	99
No	78.06%	79.96%	395
[No Response]	2.37%	-	12
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>506</b>



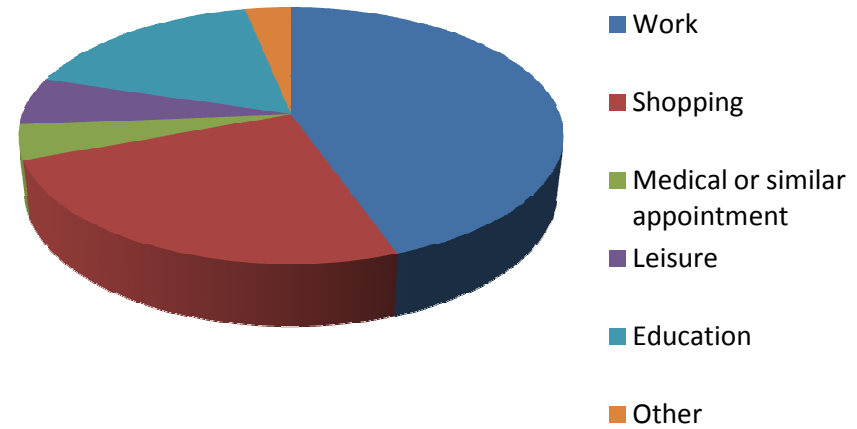
<b>Other Park and Ride Sites Used</b>				
	<b>% Total</b>	<b>% Answer</b>	<b>% Frequency</b>	<b>Count</b>
Number of Responses	18.38%	-	-	93
Coypool	3.35%	17.89%	3.36%	17
George Junction	8.27%	44.21%	8.30%	42
Milehouse	7.09%	37.89%	7.11%	36
[No Response]	81.30%	-	81.62%	411
<b>Total</b>	<b>100.00%</b>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



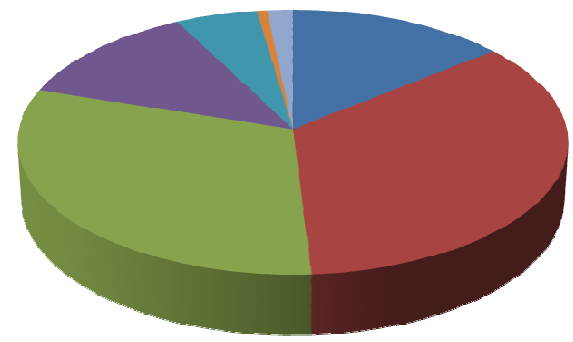
<b>Resident of Plymouth</b>			
	<b>% Total</b>	<b>% Answer</b>	<b>Count</b>
Number of Responses	99.41%	-	503
Yes	71.54%	71.97%	362
No	27.87%	28.03%	141
[No Response]	0.59%	-	3
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>506</b>



<b>Purpose of Journey</b>			
	<b>% Total</b>	<b>% Answer</b>	<b>Count</b>
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
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>506</b>



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
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>		<b>916</b>

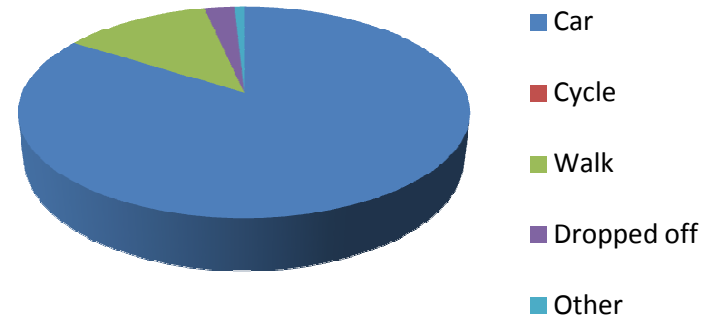


- Speed and reliability
- Convenience
- Cheaper than driving/parking
- Difficulty in finding suitable parking
- Less stressful than driving into the city
- No other service to/ from my area
- Other

\* Multiple responses

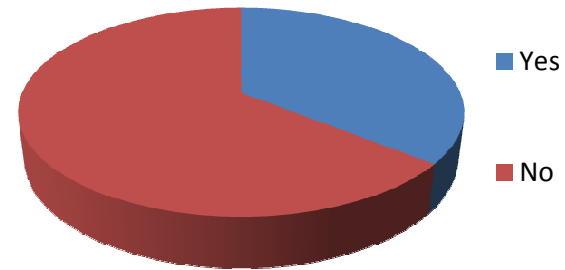
**Travel to Park and Ride Site**

	% 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
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>506</b>



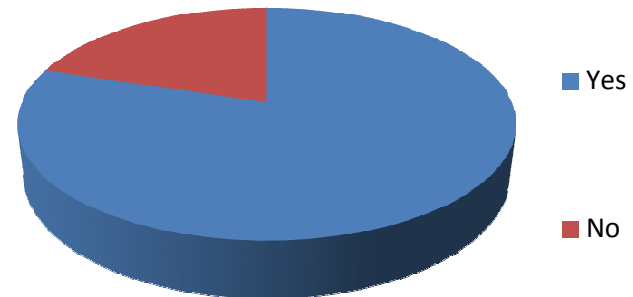
**Concessionary Bus Pass Holder?**

	% 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
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>506</b>

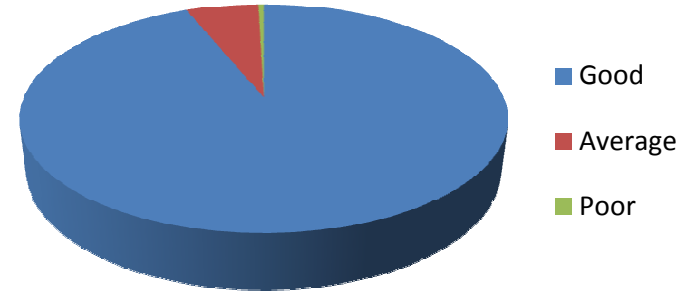


**Would be prepared to pay for service ? (Concessionary Bus Pass Holders only)**

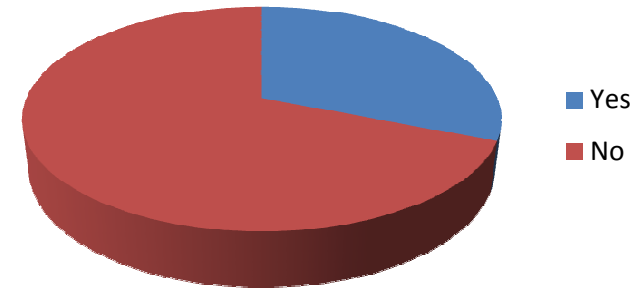
	% Total	% Answer	Count
Number of Responses	100.00%	-	174
Yes	75.2%	75.2%	131
No	24.8%	24.8%	43
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>174</b>



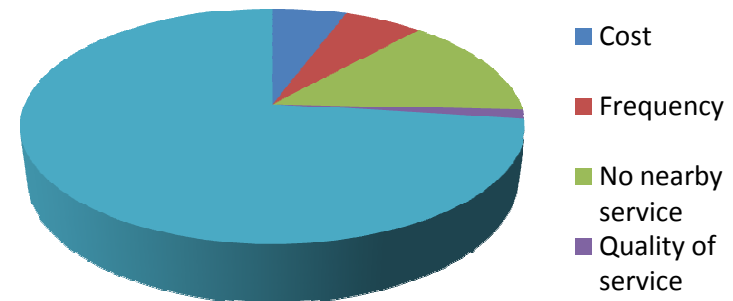
Experience Rating				
	% Total	% Answer	% Frequency	Count
Number of Responses	96.44%	-	-	488
Good	90.51%	93.85%	90.51%	458
Average	5.53%	5.74%	5.53%	28
Poor	0.40%	0.41%	0.40%	2
[No Response]	3.56%	-	3.56%	18
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	-	<b>506</b>



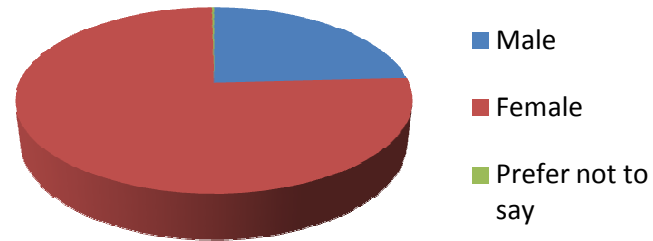
Uses Other Bus Services			
	% Total	% Answer	Count
Number of Responses	96.84%	-	490
Yes	30.04%	31.02%	152
No	66.80%	68.98%	338
[No Response]	3.16%	-	16
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>506</b>



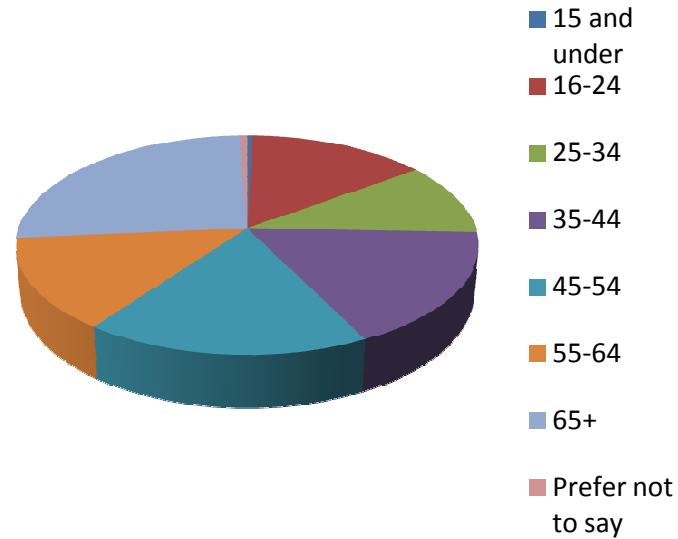
Reasons if not using other services.			
	% Total	% Answer	Count
Number of Responses	100.00%	-	338
Cost	4.1%	4.1%	14
Frequency	4.4%	4.4%	15
No nearby service	10.3%	10.3%	35
Quality of service	1.00%	1.00%	3
Other	80.2%	80.2%	271
<b>Total</b>	<b>100.00%</b>	<b>100%</b>	<b>338</b>



<b>Gender</b>			
	<b>% Total</b>	<b>% Answer</b>	<b>Count</b>
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
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>506</b>

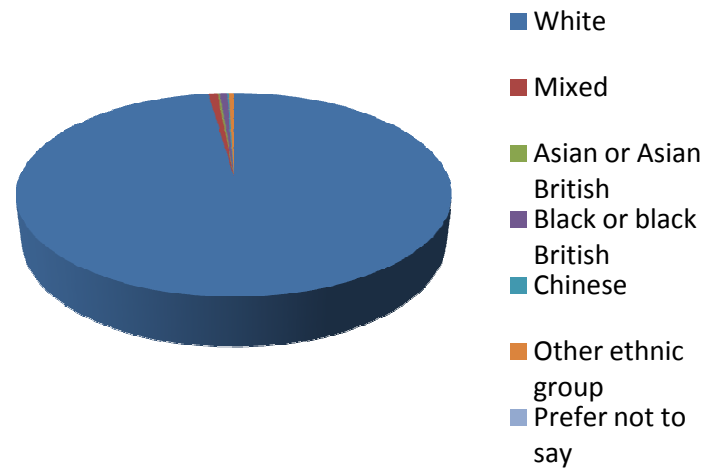


<b>Age</b>			
	<b>% Total</b>	<b>% Answer</b>	<b>Count</b>
Number of Responses	95.85%	-	485
15 and under	0.40%	0.41%	2
16-24	13.83%	14.43%	70
25-34	10.28%	10.72%	52
35-44	16.40%	17.11%	83
45-54	16.60%	17.32%	84
55-64	13.04%	13.61%	66
65+	24.70%	25.77%	125
Prefer not to say	0.59%	0.62%	3
[No Response]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





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
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>506</b>



## 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	drive	Inconvenient	out of use
Only use P&R	Work only in Plymouth so otherwise travel to other locations	Not from Plymouth	Frequency
No buses, 2 miles to bus stop and then once an hour	No need - car	Don't know how to get them	not needed
Visiting Plymouth	Â£6-Â£10 if I can catch bus with family	If not using Park and Ride I drive	drive
no need	Only use P&R	Just drive	no need
no need	Got car	drive	Direct route
Car - no need	Train from St Germans	Car	dont need to
health	Don't need to	I would drive	Direct
Don't need to	Use P&R	Car	DIRECT
No need	Don't live in Plymouth	Car	Easier by car
walk everywhere	drive	drive	Live outside Plymouth
No need to	doesn't live in Plymouth	no need	No need
No need	No need	drive	DONT NEED TO
lives outside of plymouth	Need to run later on Thursdays for late night shopping	no need	Dont need to
No need	No need	no need	No need to
no need to	no need	no need	Do not need to as use Park & Ride
Car user	Drive	no need	dont need to
No need to	Drive	no need	DONT NEED TO
No need	drive	no need	Dont need to
No need	Use car	school traveller	DONT NEED TO
		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	
No need	Live opposite and only need to travel to town during the week	
No need to	No need	
Time	No need	
No need to	Live in Exeter	
No need to	No need	
Dont need to	USE CAR	
Don't need to	No need	
No reason	USE CAR	
Don't like to take the bus - dirty, P&R is environmentally friendly and clean	not a resident in plymouth	
No need to	USE SERVICE 83/86	
No need to	Live outside Plymouth only come in for work	
use park and ride	HAVE CAR	
dont need to	LIVE IN CITY CENTRE	
Quality of service	No need	
No need	No need - car	
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	
		PR1 should run later
		More buses to Woolwell please
		Retired no need
		Drive
		AND QUALITY OF SERVICE
		Not resident in Plymouth
		Not resident in Plymouth
		No need
		No need
		Use car
		Live in city centre no need to use buses
		Not resident in Plymouth
		drive
		drive
		slow service