



# PARK AND RIDE BUS SERVICE REVIEW



A report of the Working Plymouth Cooperative Review scrutiny group following a review of the Park and Ride Bus Service.

| <b>CONTENTS</b>   | <b>PAGE</b> |
|---|-------------|
| 1. SUMMARY  | 2           |
| 2. INTRODUCTION   | 2           |
| 3. BACKGROUND INFORMATION                                 | 3           |
| 4. COOPERATIVE REVIEW PROCESS                             | 9           |
| 5. PROCEEDINGS FROM THE COOPERATIVE REVIEW                | 10          |
| • Meeting One – 30 September 2013                         | 10          |
| • Meeting Two – Site Visit – 8 October 2013               | 11          |
| • Meeting Three – 28 October 2013                         | 11          |
| • Meeting Four – 18 November 2013                         | 14          |
| • Meeting Five – 2 December 2013                          | 20          |
| 6. CONCLUSION   | 22          |
| 7. RECOMMENDATIONS  | 23          |
| <br><u>APPENDICES</u>                                     |             |
| A. BACKGROUND DOCUMENTATION                               | -           |
| A1. BENCHMARKING OF OTHER PARK AND RIDE BUS SERVICE SITES | 24          |
| A2. PARK AND RIDE CONSULTATION RESULTS                    | 28          |

## **I. SUMMARY**

- I.1 The Working Plymouth Scrutiny Panel agreed to hold a scrutiny review into the Park and Ride Bus Service, which was endorsed by the Cooperative Scrutiny Board on 10 July 2013.
- I.2 The review identified that the current Park and Ride Bus Service, whilst valued by the majority of customers as an efficient and direct service from Milehouse, the George Interchange and Coypool was in need of changes in order to aid the interests of customers and the Council. It was recognised that, in the current economic climate, the Council was under greater pressure to reduce spending where necessary and the operating costs of the Park and Ride sites was substantial. At present parking at all three of the Park and Ride sites was free however it was considered that the feasibility of charging for parking should be investigated along with extending the operating hours of the bus service in order to support those using the Park and Ride to go late night shopping or visit patients at Derriford Hospital.
- I.3 Having undertaken a customer survey at all three sites and instructed officers to conduct a benchmarking exercise against other authorities with a Park and Ride bus service it was recognised that there was a possibility that the acceptance of Concessionary Bus Passes could be refused however having received legal advice the panel agreed that this would not be progressed.
- I.4 Other recommendations arising from the review included investigating the feasibility for a new Park and Ride service between the Milehouse site and Derriford, for improved journey information to be displayed at the sites, and for a renegotiation of the departure charges levied to First South West for their PR1 and PR2 services.
- I.5 The panel, in developing their knowledge of Plymouth's Park and Ride Bus Service, were informed about the strategic purpose, current operation and comparative benchmarking data. To aid the panel's discussions a number of witnesses were also interviewed and site visits were held at each of the Park and Ride sites to undertake a customer survey.
- I.6 The panel, in analysing all of the information submitted by officers, witnesses and users of the bus service, agreed to make a number of recommendations; these will be submitted to Cabinet, via the Cooperative Scrutiny Board and are presented in section 7 of the report.

## **2. INTRODUCTION**

- 2.1 This report presents the findings from the Working Plymouth Scrutiny Panel's Cooperative Review on the topic of the Park and Ride Bus Service.
- 2.2 The Cooperative Review took place on five separate dates (including the site visit) throughout September, October, November and December 2013.
- 2.3 Members appointed to the Cooperative Review were as follows:
  - Councillor Murphy (Chair)

- Councillor Mrs Aspinall
- Councillor Darcy
- Councillor Wheeler

2.4 Officers supporting the Cooperative Review were as follows:

- Ralph Ellis (Public Transport Officer)
- Phil Heseltine (Head of Integrated Transport)
- Debbie Newcombe (Public Transport Officer)
- Gill Peele (Lead Officer)
- Helen Rickman (Democratic Support Officer)
- Julie Rundle (Senior Lawyer)
- Andy Sharp (Public Transport Manager)

2.5 This report summarises the findings of the Cooperative Review and makes recommendations for improvements.

### **3. BACKGROUND INFORMATION**

#### **3.1 Introduction**

3.1.1 Plymouth has a range of Park & Ride services. PR1 links Milehouse and the George Junction sites with the city centre whilst PR2 links Coypool to the City Centre, and both are operated by First South West. PR3 links the George Junction site with the University of St Mark and St John and Derriford Hospital, and is operated under contract by Target Travel.

#### **3.2 Strategic purpose of Plymouth's Park and Ride services**

3.2.1 Plymouth's Third Local Transport Plan (LTP3) places a strategic importance on the need for a park and ride service as an intervention for those driving into the city. The strategy acknowledges that the 'more cars intercepted at park and ride sites, the greater the benefits to the city in terms of reductions in traffic levels, congestion, pollution and reduced parking pressure.' The strategy also makes specific reference to the importance of striking a balance between offering competitive fares balanced with city centre parking charges whilst not abstracting from other local bus services. The sites effectively work to intercept traffic before heading into the City Centre. Whilst Coypool and the George Junction are well located to achieve this aim the close proximity of Milehouse to the city centre means the benefits are more limited from this site.

#### **3.3 Current Operation**

3.3.1 The PR1 and PR2 bus services have operated without financial subsidy from the Council since November 2010. This is very rare with only a handful of other locations in the UK having a commercial park and ride bus service. The PR3 is operated under contract utilising section 106 funding.

3.3.2 The three sites are managed and maintained by the Council including having responsibility for all costs associated with the maintenance and national non domestic rates (NNDR). The total cost for all sites is £178,447. However, this is partly offset by the Plymouth NHS Trust who contribute a third of the NNDR charge for the George Junction and a payment from First Devon and Cornwall of £0.75 per service departure from the Milehouse and Coypool sites. Charges are not currently applied to the George Junction as it was designed as a bus interchange and other services are encouraged to use it. There is also income from the motorcycle training school at Coypool.

3.3.3 Table 1: Park & Ride Site income and expenditure in 2012/13

| Site            | Expenditure (£) | Income (£) | Total site cost (£) |
|-----------------|-----------------|------------|---------------------|
| George Junction | 83,764          | 18,355     | 65,409              |
| Coypool         | 52,471          | 17,958     | 34,513              |
| Milehouse       | 42,212          | 13,158     | 29,054              |
| Totals          | 178,447         | 49,471     | 128,976             |

3.3.4 Passengers pay on the bus for single or return journeys and English National Concessionary Bus Passes can be used within the scheme times which in the case of park and ride are after 0930 Monday to Friday and any time on a Saturday.

3.3.5 First South West staff the building and waiting area at the George Junction and provide intermittent site supervision at Milehouse and Coypool.

### 3.4 Service usage data

3.4.1 Table 2 shows the total number of passengers which is split by concessionary pass holders over the last 28 months with a full year forecast for the current financial year. It should be noted that the PR3 frequency was doubled and newer branded buses introduced in November 2012 utilising section 106 funding which has led to the significant increase in passengers. Last year 44% of all Park and Ride journeys made in Plymouth were by concessionary pass holders.

3.4.2 Table 2: Total Passengers using each service

|                           | 2011/12 |             | 2012/13 |             | 2013/14<br>Year to date |             |
|---------------------------|---------|-------------|---------|-------------|-------------------------|-------------|
|                           | Total   | Concessions | Total   | Concessions | Total                   | Concessions |
| <b>PRI</b>                | 644,070 | 301,910     | 632,522 | 286,444     | 224,337                 | 86,019      |
| <b>Full Year Forecast</b> | n/a     | n/a         | n/a     | n/a         | 673,011                 | 258,057     |

|                           |         |         |         |         |         |         |
|---------------------------|---------|---------|---------|---------|---------|---------|
| <b>PR2</b>                | 294,408 | 128,103 | 312,555 | 129,415 | 119,483 | 44,288  |
| <b>Full Year Forecast</b> | n/a     | n/a     | n/a     | n/a     | 358,449 | 132,864 |
| <b>PR3</b>                | 50,037  | 23,829  | 78,834  | 35,494  | 37,302  | 17,769  |
| <b>Full Year Forecast</b> | n/a     | n/a     | n/a     | n/a     | 111,906 | 53,307  |

### 3.5 Summary of Benchmarking of Park and Ride sites (found at Appendix B1)

3.5.1 26 Local Authorities with park and ride services around England were asked about their operating model. The results were varied:

#### 3.5.2 Concessionary Travel

- 17 locations accept concessionary pass holders.
- 4 locations do not accept concessionary passes at all and offer no discount.
- 5 locations do not offer free travel to concessionary pass-holders but offer a discounted fare.

#### 3.5.3 Parking

- 22 locations do not charge to park.
- 3 locations charge to park with travel included in the price.
- 1 location (Oxford) charge to park in addition to the bus fare.

### 3.6 Concessionary Travel

3.6.1 The English National Concessionary Travel Scheme follows primary legislation to permit free travel on all local bus services within England from 0930 to 2300 Monday to Friday and at any time over weekends and bank holidays for anyone of pensionable age or those who are disabled and meet set eligibility criteria. Each time a journey is made the Local Transport Authority responsible for the area the passenger boards reimburses the bus operator a set fee. As the Park and Ride services in Plymouth are registered as local bus services they have been included in the concessionary travel scheme since it started. However, in 2009 an amendment known as The Travel Concessions (Eligible Services) (Amendment) 2009 was introduced which clarifies eligible services and gives Local Transport Authorities the option to make changes should they wish to. One of these clarifications is detailed below and explains a service could be exempt if an amenity element is included within the fare. In the case of Park and Ride's this may include the provision of car parking.

3.6.2 Direct quote from The Travel Concessions (Eligible Services) (Amendment) 2009

“2 (3)

4.—(1) A service is not an eligible service under section 146 of the Transport Act 2000 if—...

(e) the fare for the service includes a special amenity element....

(4) For the purpose of paragraph (1) (e) a fare is to be regarded as including a special amenity element if it is significantly high in relation to the general level of fares for comparable journeys.'

3.6.3 Whilst certain Park & Ride services have never accepted ENCTS passholders for free, such as Taunton, there are a small number which have amended entitlement since the Travel Concessions Amendment was introduced in 2009. Two examples are given below:

- **Norwich** - Norfolk County Council removed free travel for ENCTS passholders in Norwich, following approval from their Cabinet in 2011, on the Norwich Park & Ride service. ENCTS passholders are now charged a £1 flat fee per single journey. The Council reported receiving approximately 30 complaints, and whilst patronage reduced by 2% following the change in entitlement revenue increased by approximately £100k per annum.
- **Chester** - Cheshire West and Chester Council removed free travel for ENCTS passholders from April 2013. Again there were a number of complaints following the change. No data was available for whether passenger numbers and / or revenue increased or decreased. The service is tendered by the Local Authority.

3.6.4 The tables below details the Park & Ride fares and comparisons with the nearest standard bus services for Norwich, Chester and Plymouth.

3.6.5 Table I: Fare comparisons between Norwich and Chester P&R services and nearest local bus services. (KEY: AS = Adult Single, AR = Adult Return)

| Location / Service | Park & Ride<br>AS                                 | Park & Ride<br>AR                                 | Local Bus<br>services<br>AS | Local Bus<br>Services<br>AR |
|--------------------|---|---|-----------------------------|-----------------------------|
| <b>Norwich</b>     | £2.40 before<br>12.30<br><br>£2.10 after<br>12.30 | £2.40 before<br>12.30<br><br>£2.10 after<br>12.30 | n/a                         | £3.00 to £4.20              |
| <b>Chester</b>     | £2.00   | £2.00   | n/a                         | £3.00 to £3.50              |

3.6.6 Table I shows the fares for Plymouth's Park & Ride services against the fares for the nearest standard local bus service. If parking and the provision of site facilities such as toilets and intermittent site supervision are considered an amenity then the fares must be considered against those for comparable journeys. The application of the Travel Concessions (Eligible Services) (Amendment) 2009 may depend upon how comparable

the journeys offered by the nearest local bus services are against the specific Park and Ride services in question. A table is shown below showing the distances for the pick-up and drop-off points between the Park & Ride service and the nearest local bus service for each site. It also shows the scheduled journey times.

3.6.6 Table 2: Fare comparisons between Plymouth P&R services and nearest local bus services.

| Location / Service               | PRI AS | PRI AR | FS W 83 AS | FS W 83 AR | PCB 12 AS | PCB 12 AR | PR2 AS | PR2 AR | PCB 21/A AS | PCB 21/A AR |
|----------------------------------|--------|--------|------------|------------|-----------|-----------|--------|--------|-------------|-------------|
| <b>George Park &amp; Ride</b>    | £2.40  | £2.70  | £2.80      | £3.50      | £2.30     | £3.30     |        |        |             |             |
| <b>Milehouse Park &amp; Ride</b> | £1.45  | £2.00  | £1.10      | £2.00      | £1.00     | £1.80     |        |        |             |             |
| <b>Coypool Park &amp; Ride</b>   |        |        |            |            |           |           | £2.10  | £2.30  | £2.10       | £3.20       |

3.6.7 Officers sought advice from both the Department for Transport and Plymouth City Council's legal department regarding the Travel Concessions Amendment; initially it was considered that it would be feasible to demonstrate the amenity of car parking provision for each of the three Park and Ride Services however it was considered that the Council could be open to legal challenge if this was implemented due to the clause in the legislation about comparable fares.

3.6.8 Table 3: Comparisons between P&R services and nearest local bus services.

| Site / Journey factor      | Nearest alternative inbound service 'Pick up' | Nearest alternative outbound service 'Drop off' | Journey time P&R            | Journey time Alternative service (s)   |
|----------------------------|---|---|-----------------------------|--|
| <b>PRI George Junction</b> | -190 metres                                   | -120 metres                                     | -22 minutes to Royal Parade | -21 minutes on service 12 to Royal Parade<br>-20 minutes on service 83 to Royal Parade |
| <b>PRI Milehouse</b>       | -Same location                                | -100 metres from North drop off on              | -9 minutes to Royal Parade  | -8 minutes on service 12 to  |



|                            |   |                 |  |  |
|----------------------------|---|-----------------|--|--|
|                            |   | perimeter Road. |  | Royal Parade<br>-9 minutes on service 83 to Royal Parade   |
| <b>PR2 Coypool</b>         | -300 metres<br>-520 metres accessible route | -320 metres     | -11 minutes to first City Centre drop off<br>-14 minutes to Royal Parade | -13 minutes to first City Centre drop off on service 21<br>-15 minutes on service 21 to Royal Parade |
| <b>PR3 George Junction</b> | -Same location                              | -120 metres     | -8 minutes to Derriford  | -10 minutes on service 15 from George to Derriford   |

Distances are not exact and were derived from the online mapping tool available at [www.walkjogrun.net](http://www.walkjogrun.net).

### 3.7 Charging to Park

- 3.7.1 Officers undertook to find out more information regarding the implementation of parking charges at Park and Ride sites – information derived from a Cambridgeshire County Council Cabinet Report detailed the following:
- 3.7.2 Cambridge is planning to introduce a £1 car parking charge at its five Park & Ride sites in the city. It is not planned at this stage to introduce charges at the two new sites on the Cambridge Guided Busway. Park & Ride bus services are provided commercially (as in Plymouth) by Stagecoach but site costs amount to £1 million per annum. Various income streams cover 25% of these costs leaving the Council to fund the shortfall. Consultants Atkins submitted estimates that a £1 car park charge would result in 5.4% fall in patronage but would however deliver approximately £1.5 million income generation per annum. A £1 charge at the Park & Ride site would still represent good value as car parking in the centre of Cambridge is limited and all –day parking costs between £12.50 and £25.00 per day.
- 3.7.3 Cambridgeshire County Council believes therefore that there will be a quick recovery from any reduction in patronage and they quoted the Oxford example where a £1.50 car park charge had little or no long term effect on patronage. It should be noted that Stagecoach has expressed publicly its strong objection to the introduction of parking charges.

### 3.8 Other uses of the sites

- George Junction – Car boot sales
- Coypool – Motorcycle Training School, ad hoc charity events, potential cycle hire scheme, Plym Valley Railway staff and users, and the Speedway.
- Milehouse – Central Park users, Plymouth Argyle match day parking.

3.8.1 The review will submit its findings for approval to the Cooperative Scrutiny Board on 18 December 2013; recommendations will then be forwarded to Cabinet on 14 January 2014.

## **4. COOPERATIVE REVIEW PROCESS**

4.1 The Cooperative Scrutiny Board approved a request for a Cooperative Review on the establishment of a review into the Park and Ride Bus Service at its meeting on 10 July 2013.

### **4.2 Review Aims and Objectives**

4.2.1 The aims and objectives of the Park and Ride Bus Service Review were to –

- review the current operating model with due regard to the legal and financial framework;
- to analyse service operation, costs, income and maintenance;
- to undertake benchmarking exercises with other Park and Ride Bus Service operating models across the country;
- to identify possible efficiency savings;
- to provide an enhanced service for customers resulting in reduced car congestion/ carbon reduction.

### **4.3 Cooperative Review Methodology**

4.3.1 The review convened over five sessions (including a site visit to Plymouth's three Park and Ride Sites) to review the documentation submitted as evidence, undertake a customer survey and to hear from a number of witnesses.

4.3.2 Meeting dates –

- 30 September 2013
- 8 October 2013 (site visit)
- 28 October 2013
- 18 November 2013
- 2 December 2013

4.3.3 At each meeting the group met to consider evidence, review background information and hear from witnesses.

4.3.4 The witnesses who presented evidence to the Panel were –

- Ray Bentley – Director – TravelWatch South West
- Andrew Davies – Service Line Lead – Derriford Hospital
- Julian Egan – Life Centre Manager
- Robbie Lamerton – General Manager – First South West
- Richard Stevens – Managing Director – Plymouth Citybus

- Ashley Taylor – Transport Manager – Target Travel
- Stuart Windsor - Facilities Operations Manager – Derriford Hospital

## 5. PROCEEDINGS FROM THE COOPERATIVE REVIEW

### 5.1 Meeting one – 30 September 2013

5.1.1 The panel met on 30 September 2013 where they received an introduction from Gill Peele (Lead Officer) highlighting the remit of the Cooperative Review and heard an explanation of the background report submitted by Andy Sharp (Public Transport Manager).

In response to Members' 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.

The draft Park and Ride Bus Service survey for the 8 October 2013 site visit was also discussed at this meeting. Members agreed minor changes to the survey which were to be incorporated before the site visit.

## **5.2 Meeting Two - Site Visit – 8 October 2013.**

5.2.1 Members and Officers undertook a site visit to all three Park and Ride sites at Milehouse, The George Interchange and Coypool. It was considered that the best response would be received between the hours of 7.30am and 11.30am in order to question those using the service to travel to work as well as the concessionary bus pass holders that were eligible to travel after 9.30am.

5.2.2 Members asked the following questions as part of the customer survey:

- How often do you travel on Park and Ride?
- Do you use other park and ride sites in Plymouth?
- Do you live in Plymouth?
- What is your postcode?
- What is the purpose of your journey?
- Why do you use park and ride?
- How did you get here today?
- Do you have a concessionary bus pass?
- Would you use the park and ride if you had to pay a full or discounted fare?
- How would you rate your general experience of the Park and ride service in Plymouth?
- Do you use other buses in Plymouth? If not, why?
- What is your gender?
- Which age group are you in?
- Which ethnic group would you say that you belong to?

5.2.3 Results of the survey can be found at Appendix B1.

## **5.3 Meeting Three – 28 October 2013**

5.3.1 The Chair informed Members that Richard Stevens, Managing Director for CityBus, would be in attendance at the meeting in order to provide Members with details of his experience having run several Park and Ride Bus Services in the South West and how these Park and Ride services compared with Plymouth.

In response to Members questions Richard Stevens responded that –

- (a) he had previously run Park and Ride Bus Services in Truro, Exeter, Taunton and Bristol;
- (b) from his experience, the majority of Park and Ride Bus Services sold tickets on the bus;
- (c) certain Park and Ride Services had to pay departure charges but these could be changed;
- (d) Park and Ride Bus Services generally had limited stop offs and were direct services however Exeter Green Park and Ride was linked with a registered bus service so had more stop off points;
- (e) Taunton's Park and Ride Bus Service did not allow for concessionary users to use their pass on this service;
- (f) CityBus would be interested in running a Park and Ride Service in Plymouth however this was not yet a priority for the company and would depend on a variety of factors including departure charges and passenger numbers;
- (g) it was considered that to allow concessionary users to use their pass on the Park and Ride Bus Service was discretionary;
- (h) it was considered that First Group PLC did a good job running Plymouth's Park and Ride Bus Service; he considered the fares to be perhaps too cheap but ultimately the main factors customers would judge the service on would be quality and frequency;
- (i) Coypool car park had limited car parking spaces and it was unlikely that patronage could be increased for this specific site due to capacity issues;
- (j) Oxford's Park and Ride Bus Service charged passengers to park as well as for their bus ticket; it was considered that this wouldn't work in Plymouth as there were a lot of competitively priced car parks that could be used if extra charges were added;
- (k) if two operators ran the Park and Ride Bus Service there would be an uplift in perceived frequency and use however it was not known where the new interest for the service would come from;
- (l) it was considered that Coypool Park and Ride site would not work as an interchange as improved facilities would need to be provided.

At this meeting Members also discussed the results of the Park and Ride Bus Service customer survey. The following comments were raised by Members:

- (a) the 'comments' section at the end of the survey needed to be condensed as there was a lot of repetition;

- (b) the 'users of Park and Ride from postcodes outside of Plymouth' section of the survey specified 33% of users were from 'other' locations than those specified however Members considered it would have been beneficial if those locations had been identified; Members agreed that the results of the survey, with regards to users outside of Plymouth, should be specified into percentages from Cornwall, Devon and Somerset;
- (c) the results of the survey highlighted that it was mostly women that used the Park and Ride Bus Service;
- (d) in some instances the survey highlighted that some passengers did not use the Park and Ride service closest to them; it was considered that this could be because of a variety of reasons such as work or childcare arrangements;
- (e) part of the survey asked passengers to identify how they travelled to the Park and Ride site and, if by car, how many passengers were car sharing; Members noted that this information was not contained within the analysis of results however officers confirmed that the number was insubstantial as the majority of passengers drove to the car park alone;
- (f) the figures showed that a considerable amount of users of the Park and Ride Service had a concessionary pass and of those users 75% would still use the service if they were required to pay;
- (g) it was considered that the survey was a success as a significant number of passengers participated;
- (h) 90% of passengers rated the service good; Members welcomed the positive feedback;
- (i) a gentleman at the George Interchange Park and Ride site who was questioned as part of the survey was full of praise for the PR3 service; this extended to the service as a whole and members of staff;
- (j) it was considered that the PR3 was a popular service used by visitors to Derriford Hospital and students of the University of St Mark and St John; the service was considered to be cheaper than the cost of parking;

In response to questions raised it was reported by Officers that –

- (l) some of the questionnaire results were incomplete as several passengers had to stop answering questions in order to catch their bus;
- (m) on the day that Councillors and officers were undertaking the park and ride survey, First Group PLC introduced the offer for concessionary pass holders in which they were able to travel on the bus, before 9.30am, for a charge of £1;

## 5.4 Meeting Four – 18 November 2013

5.4.1 At this meeting Members had the opportunity to discuss information regarding Concessionary Travel Passes and an examination of what other Local Authorities had done since the eligible services amendment.

The panel considered the comparative data for the Park and Ride Bus Services and concessionary travel passes.

Members were informed that –

- (a) the report contained more information, as requested at a previous meeting, regarding the Concessionary Travel passes, an examination of what other Local Authorities had done since the eligible services amendment had been introduced and the possibility of removing the acceptance of concessionary passes on Park and Ride Bus Services in Plymouth;
- (b) both Norwich and Chester had amended entitlement, since the introduction of the Travel Concessions Amendment in 2009, to no longer accept concessionary bus passes;
- (c) officers had been in contact with the Department for Transport to discuss the amenity element in relation to the Park and Ride Bus Service;
- (d) in 2011 Norfolk received approval to have concessionary bus passes removed from their Park and Ride Service. There was a charge of £1 for concessionary pass holders to use the service;
- (e) in Chester it was similarly agreed that the concessionary bus passes would no longer be accepted on the Park and Ride; specific data was not supplied as to the percentages of complaints however it was confirmed that it was seen as a positive financial change;
- (f) officers were still awaiting legal advice however in principle, subject to legal approval, it was considered that Plymouth's Park and Ride would fall under the eligible services amendment; negotiations would need to take place with the operators if reduced fares were to be considered as this was a commercial service;
- (g) Cambridge introduced a charge on top of the bus fare ticket for parking however parking was at a greater premium.

In response to questions raised it was reported that –

- (h) toilets were not defined as an amenity however it was considered that there was no reason why this was not the case;
- (i) Cambridge accepted concessionary bus passes on the Park and Ride Bus Service and there were proposals to charge for car parking from January 2014; it was not known if Stagecoach would withdraw their service having strongly objected to this proposed decision;

- (j) Oxford accepted concessionary passes on their Park and Ride Bus Service after 9.30am;
- (k) officers were unaware of the specific Park and Ride Fares for each of the sites however would provide this information to Members.

Agreed that a table of charges for Plymouth's Park and Ride Bus Service would be provided to Members; this would include concessionary fare prices.

At this meeting Members also had the opportunity to hear from a variety of witnesses

The Chair advised the panel that several witnesses, from the Life Centre, Derriford Hospital, TravelWatch South West, Target Travel and First Group PLC, were in attendance at the meeting to answer Members' questions and provide feedback on Plymouth's Park and Ride Service.

All witnesses were informed that the Park and Ride Bus Service had been operating in Plymouth for 20 years and had never been reviewed therefore panel members wanted to scrutinise the service to ensure it was fit for purpose.

Julian Egan, Life Centre Manager, informed Members that –

- (a) he had seen a few people parking at the Life Centre and then walking away to catch a bus however this was not considered to be a big problem at the present time;
- (b) it was considered that Life Centre customers were using the Milehouse Park and Ride car park in the evening as an overspill area due to the popularity of the Life Centre;
- (c) Life Centre customers were also considered to be parking in the Park and Ride car park, catching the bus to go to work and then attending the Life Centre after work whilst keeping their car in the Park and Ride car park;

In response to questions raised Julian informed Members that –

- (d) the Life Centre car park catered for Life Centre customers, dog walkers, users of Central Park recreation field and the bowls club;
- (e) customers had not approached Life Centre staff to inform them that there was a problem with parking however difficulties were experienced when Plymouth Argyle were playing at home as there was displacement of supporters;
- (f) he considered it to be difficult to charge for parking at the Life Centre as it was not only Life Centre customers that used the car park; he had been informed by the Council that the car park was for all park users;
- (g) the new development at Home Park would have a charging car park therefore it was considered that this would cause customers to the site to use nearby



free parking spaces available;

- (h) a joined up approach to parking by the Council, Life Centre and the Home Park developers was required;
- (i) he considered that charging to park was the only way forward to curb potential problems with parking in the future however this could affect customers at the Life Centre who attend events for several days;
- (j) approximately 120,000 customers used the Life Centre on a monthly basis; it would not be feasible to go to the reception desk to reimburse Life Centre customers for their parking ticket as this would cause delays;
- (k) Life Centre management were in talks with the Home Park developers to discuss the potential issues with parking once the development was completed.

Ray Bentley, Director for TravelWatch South West, informed Members that –

- (l) Plymouth's Park and Ride Bus Service was appreciated and valued by its passengers and was an integral part of the city's transport strategy;
- (m) he considered it to be illegal to exclude concessionary pass holders from the Park and Ride Bus Service and highlighted to Members that the Travel Concessions (Eligible Services) (Amendment) 2009 legislation had been selectively quoted from and possible conclusions to exclude concessionary passes from the bus service would be wrong;
- (n) he confirmed that, as stated in the legislation, a bus service would be eligible under section 146 of the Transport Act 2000 to remove the concessionary bus pass holders if 'the fare for the service includes a special amenity element'; however he advised Members that the legislation also stated that a fare would be regarded as including a special amenity element if it was significantly high in relation to the general level of fares for comparable journeys;
- (o) he confirmed that a special amenity element could be demonstrated for the Park and Ride Bus Service with the parking available however he did not agree that this could be applied as the bus fares of comparable journeys was not significantly high in relation to the general level of fares; the cost of the Park and Ride tickets were significantly cheaper than other bus services doing a comparable route;
- (p) with relation to the possibility of passengers being made to pay for parking at the Park and Rides sites, he highlighted that there would be a cost to installing ticket machines and paying someone to monitor them;
- (q) one of the positive attributes of the Park and Rides Bus Service was that it was a streamlined service that was hassle free;

- (r) he considered it would be beneficial for the Council to encourage people living within the vicinity of a Park and Ride site to be encouraged to use this service as it would result in lower overall fares;
- (s) PR3 was an excellent service which was valued by its customers;
- (t) the Park and Ride bus waited for several minutes at a time at Milehouse which was considered to be unnecessary and frustrating;

In response to questions raised, Ray informed Members that –

- (u) he considered it a preferable option to receive a ticket on entry via a machine and barrier at a Park and Ride site however this was still not an ideal solution as the sites would have to have a lot of disruptive building work to put this in place; he confirmed that he represented TravelWatch South West that was a community interest company promoting public transport and looking after the interest of public transport users;
- (v) he accepted that Chester and Norwich had removed the requirement to accept concessionary bus tickets on their Park and Ride services however said that this could have been justified by comparable bus journeys being significantly higher than the Park and Ride; this would be confirmed to Members at the next meeting;
- (w) in Taunton the acceptance of concessionary bus tickets had been removed however it was considered that this was likely to be the subject of a judicial review made by Age Concern;
- (x) the bus timetable information contained within the George Park and Ride Bus Service site was not easy to read, was not contained within a timetable case and often did not reflect buses that stopped at the George Hotel;

Andrew Davies, Service Line Lead for Derriford Hospital and Stuart Windsor, Facilities Operations Manager for Derriford Hospital, informed Members that –

- (y) the PR3 bus service was very successful;
- (z) since the implementation of the PR3 they had recognised a change in the number of staff using the service as well as the number of patients who preferred catching the bus to parking at the hospital;
- (aa) it was considered that patients preferred the PR3 due to the fact that the service was hassle free, they didn't have to pay to park and those patients eligible for the concessionary bus pass could use their ticket to get free travel;
- (bb) it was expected that parking at the hospital would be affected with the construction of the helipad; several spaces would be lost;
- (cc) Plymouth City Council opted to purchase back the land off Brest Road which contained a staff car park with over 700 spaces; this was expected to have an adverse effect on parking at Derriford hospital and would encourage people

to use the PR3;

In response to questions raised, Andrew and Stuart informed Members that –

- (dd) it was considered that there were enough disabled spaces at Derriford to cope with demand however the availability of other parking spaces was likely to be a problem in the future;
- (ee) it was highlighted that if Derriford Hospital staff members only used one bus operator then a single operator bus ticket would help to save them money; the NHS were looking at Single Operator schemes as the price of the Green Travel Pass Scheme had risen steeply;
- (ff) increasing numbers of staff were cycling to work at Derriford;
- (gg) Derriford Hospital promoted the car share scheme to cut down the number of car visits to the hospital;
- (hh) Andrew was still in the process of finding out the viability of promoting the PR3 on hospital literature; there were 236 different types of letter at the hospital and a simple message was required to put at the bottom of the letter to fit within the allocated space available;
- (ii) Andrew confirmed that the last PR3 service was at 6.30pm; for several members of staff this did not accommodate their later working hours therefore taxis were required to transport people from the hospital to the George once they had finished their shift;
- (jj) permits were issued for the Seaton Barracks car park therefore it could be identified where staff members lived and if this would have a potential to increase traffic congestion in Plymouth when driving to the George Park and Ride;
- (kk) it was not yet known if parking charges would increase at Derriford Hospital however it was confirmed that the Hospital's charges aligned with Plymouth City Council charges across Plymouth.

Ashley Taylor, Transport Manager for Target Travel, informed Members that –

- (ll) Target Travel ran the PR3 bus service and confirmed that concessionary bus passes were accepted after 09.30 however the busiest period for concessionary journey's was between 09.30 and 16.30; section 106 funds were used to help run the service however these were coming to an end;
- (mm) the PR3 bus service was re-launched in November; since this time passenger numbers had increased specifically between 9.30 – 15.30hrs;
- (nn) the PR3 bus service was advertised on Heart Radio and Radio Plymouth; it was considered that by not accepting the concessionary bus passes would adversely affect the service;

In response to questions raised, Ashley informed Members that –

- (oo) Target Travel was unaware that the car park closure (off Brest Road) was expected to take place in May 2014; it was not considered that the capacity of the George car park would not be suitable for the numbers of staff expected to move to the car park;
- (pp) the PR3 would be reducing to a 20 minute service, as a result larger vehicles may need to be used to accommodate increased passenger numbers;
- (qq) concessionary pass holders were the greater percentage of passenger numbers for the PR3; if the concessionary passes were not accepted then this would result in revenue loss;

Robbie Lamerton, General Manager of First South West, informed Members that –

- (rr) First South West took over the Park and Ride Bus Service in 2005 having successfully won the tender; First PLC experienced financial difficulties in recent years due to the economic crisis and were required to sell businesses to raise funds;
- (ss) First South West covered Somerset, Devon and Cornwall however due to depleted revenue streams and changes to grant regimes initiated by central Government, additional changes were required; specifically in Plymouth newer vehicles had to be taken off the Park and Ride Bus Service in order to support other services facing competition;
- (tt) the bus fleet UK wide was required to be DDA compliant by 2015, this was using up valuable funds;
- (uu) he had taken on board the comments made regarding the Park and Ride Service and would visit the George Park and Ride site himself to check that the information posted was correct.

In response to questions raised, Robbie informed Members that –

- (vv) he would work with the Council if he was required to no longer accept concessionary bus passes however he did not consider that this would have an adverse effect on the service;
- (ww) it was considered that the Park and Ride Bus Service was generally used for commuters or shoppers and was considered to be far cheaper than the cost of parking;
- (xx) to install parking metres at the Park and Ride sites would defeat the object of the Park and Ride Service to be quick and efficient as passengers would be required to make several journeys to and from their car before they caught the bus;
- (yy) First South West were currently undertaking a trial of accepting concessionary bus passes before 9.30am at the cost of £1; it was not yet

known if this was successful as the data had yet to be analysed however the trial had no known end date; if concessionary pass passes were not to be accepted it was not known if this trial would continue as the total transport strategy would need to be analysed;

- (zz) he was not involved with the current network changes, specifically with regards to bus number 15 that departed from the George Park and Ride but did not return there.

Officers informed Members that it was not the fault of the operator that there were no information display cases at the George Park and Ride site as this was due to the infrastructure of the building. Steel cable ties had been ordered to help display information.

The Chair thanked all witnesses for their attendance at the meeting and the information provided.

## 5.5 Meeting Five – 2 December 2013.

Officers provided Members with an overview of the report submitted as part of the agenda regarding the request for more information on the Life Centre car parking policy, comparable bus rate fares at Norwich and Chester, the legal position upon the Travel Concessions (Eligible Services Amendment 2009), the confirmation of the closure date of staff parking at Derriford Hospital and the requirement for a consultation upon Concessionary Bus Passes

In response to questions raised by Members it was reported that –

- (a) it was stated as part of the Car Park Management Plan for the Life Centre that ‘Under planned arrangements, day to day use of the Plymouth Life Centre car park will be free to all Plymouth Life Centre and Central Park users’;
- (b) officers confirmed that the Life Centre car park was used for day to day use by Life Centre customers and Central Park users;
- (c) the Life Centre had a Travel Plan for Staff and Visitors; it was discussed whether changes were required to be made to the Travel Plan, this would have to be submitted to the Council’s Planning Committee;
- (d) the Travel Plan recorded the current use of the car park; a Senior Lawyer informed Members that Council officers would need to agree any changes with the Life Centre Management;
- (e) as part of the information requested at the last scrutiny meeting, officers were required to investigate comparable bus journeys by local bus companies that took a similar route to the park and ride bus services;

- (f) the service from Milehouse Park and Ride had the same or a slightly higher fare than other local bus services serving the same stop. The PR3 had a higher fare than the service 15 to Derriford Hospital but was not totally comparable as the return service on the number 15 did not serve the site. The PR1 from the George and the PR2 from Coypool charged less than the nearest alternative local bus service. Officers noted that the distance from Coypool to an alternative bus service was far enough to question whether they should be considered comparable;
- (g) it was not known if Norwich embarked on a consultation when making amendments to their Park and Ride Bus Service;
- (h) Planning Committee approval had been given for the helipad at Derriford Hospital; it was expected that this would result in the loss of at least 100 car parking spaces;
- (i) a Senior Lawyer of the Council considered that it would not be consistent to decline Concessionary Pass Holders at one of the Park and Ride sites and not the others however further legal input would be required if this was a consideration of Members as the Council could be open to challenge;
- (j) officers informed Members that the Council had been in positive discussions with Derriford Hospital officials however it was not known the extent of the impact the closure of the Bircham Wood car park would have on the George Interchange car park if hospital staff members were required to use this site instead;
- (k) Derriford Hospital officials were required to work alongside the Council to ensure a sustainable transport solution for their staff members due to the reduction in car parking spaces at the site; a planned approach was required to help to alleviate the impact of traffic flow on the A386;
- (l) it was feasible for clauses to be included in the Travel Plan for Derriford Hospital stating that the plan itself would have to be reviewed in three years' time however this was subject to a Planning Committee decision;
- (m) officers confirmed it would be possible to have another Park and Ride Bus Service running from the Milehouse Park and Ride site to Derriford Hospital however this service would require a subsidy.

The Chair thanked Officers for their responses to questions and attendance at the meeting.

## 6. CONCLUSION

6.1 In reviewing all of the witness evidence and analysing all of the data provided the panel identified the following areas of concern; these are summarised below:

### 6.2 Site costs

6.2.1 The Council is responsible for managing and maintaining the Park and Ride sites including the responsibility for costs associated with the maintenance, supply of utilities and national non domestic rates (NNDR). In 2012/13 the total costs for all sites was approximately £130,000 however this included costs offset by contributions from the Plymouth NHS Trust who contributed a third of the NNDR charge for the George Junction and a payment from First Devon and Cornwall of £0.75 per service departure from the Milehouse and Coypool sites. Due to the significant costs involved Members noted the importance of raising income; it was considered that this could be alleviated through the implementation of parking charges at the Park and Rides sites.

### 6.3 Payment for parking

6.3.1 Members discussed the feasibility of charging for parking at the Park and Ride sites and were informed that the issue of VAT payments needed to be considered when applying charges. Members discussed the merits of three charging systems: pay on entry, pay on exit and pay and display but made no recommendation on which to use, if charging is to be implemented. Members considered that there was a possibility that, if parking charges were implemented, there could be displacement of Park and Ride users from the Milehouse site to the non-charging Life Centre car park. It was noted that the agreed Car Park Management Plan for the Life Centre would need to be amended if changes were required however this was the responsibility of the Life Centre Management.

### 6.4 Operating Hours of the Park and Ride Bus Service

6.4.1 The current Park and Ride Bus Service runs Monday to Saturday with the last bus leaving the city centre at 6.30pm. Having taken into account feedback from witnesses it was considered that the current operating hours of the bus service were restrictive and did not accommodate customers who wanted to stay in the city centre for late night shopping or for visitors to Derriford Hospital with closing hours set to 8pm.

### 6.5 Concessionary Users

6.5.1 As part of the benchmarking exercise to compare and contrast data for Park and Ride Bus Services across the country with 26 other local authorities, it was highlighted that of the 26 authorities identified, 17 services accepted concessionary pass holders, four services did not accept concessionary passes and did not offer a discount and five services did not offer free travel to concessionary pass-holders but did offer a discounted fare. As a result of the customer survey undertaken by Members as part of the 8 October 2013 site visit it was identified that 34% of users questioned were concessionary pass holders; of those Concessionary users, 75% were happy to continue to use the service if they had to pay for their ticket. Having analysed all of the data and

received legal advice on the feasibility of removing the acceptance of concessionary tickets it was considered that the Council would be open to challenge and therefore this entitlement should not be removed.

## 6.6 Information provided at the Park and Ride Sites

6.6.1 It was highlighted to Members, when hearing from witnesses, that information provided at the Park and Ride sites was not always correct or properly displayed.

## 7. **RECOMMENDATIONS**

It is recommended to Cabinet that –

1. The feasibility of charging for parking at all three Park and Ride Sites is investigated with the intention of covering the operating costs of the site;
2. The Park and Ride departure charges, charges made to the bus operator, are renegotiated with the intention of possible increases;
3. The feasibility for a new Park and Ride Bus Service to be introduced between Milehouse and Derriford Hospital is investigated;
4. The potential for increased operating hours is explored on all Park and Ride Bus Services, including the PR3, in order to help accommodate the users of the service who take advantage of the late night shopping in the City Centre or those who use the Park and Ride to visit patients at Derriford Hospital, bearing in mind the visiting closing times of 8pm;
5. Improved journey planning and timetable information is provided at each of the Park and Ride sites.



## APPENDIX B I

### Appendix B I: Benchmarking of Park and Ride sites

| Local Authority | Concessionary Passes (ENCTS) Accepted on P & R   | Car Parking Charged at P & R Car Park | Notes  |
|-----------------|--|---------------------------------------|--|
| Truro           | Full Fare before 09.30<br>£1.00 per person return after 09.30 on production of ENCTS pass          | No                                    |  |
| Exeter          | Passes accepted after 09.30 on Mon to Fri and at all other times                                   | No                                    |  |
| Oxford          | Passes accepted after 09.30  | Yes                                   | 2 sites are free for up to 11 hours<br>3 sites are £2.00 per car per day   |
| Taunton         | No<br>£2.20 per Adult Day Return   | No                                    | Somerset has always excluded ENCTS holders from free travel.               |
| Bristol         | Passes accepted after 09.00 on Mon – Fri and all day Saturday<br>Before 09.00 peak return is £4.00 | No                                    |  |
| Bath            | Valid after 09.00 on Mon to Fri and all other times  | No                                    | BNES has Exclusive Licence with First to operate the Bath P & R services   |
| City of York    | Full Fare before 09.00 on Mon- Fri<br>Special Concessionary  | No                                    | 70p special single fare introduced from Sunday 28 <sup>th</sup> April 2013 |

|                         |  |     |   |
|-------------------------|--|-----|---|
|                         | Single fare of 70p after 09.00 and at all other times  |     |   |
| City of Cambridge       | Passes valid after 09.30 on Mon – Fri and at all other times.<br><br>Full fare before 09.30  |     | ENCTS pass holders are NOT entitled to take children under-16 free<br><br>Cambridge P & R carries 3.65M passengers per year |
| Derby City              | Concessions not accepted at any time   | Yes | Charge is per car and then up to 7 persons can travel into Derby for £2.70 per car<br><br>Single ticket is £1.00            |
| Stoke –on –Trent        | Free after 09.30 on Mon to Fri and at all other times  | Yes | £3.20 per car and then up to 4 persons travel into Stoke and return<br><br>No dedicated Park & Ride Bus Services            |
| Durham City             | Free to all ENCTS holders after 09.30. Between 07.00 and 09.30 there is a 50p flat fare for holders of County Durham – issued Passes | No  | Free parking only for P & R bus users. Those who Park & walk or Park & cycle will receive a Penalty Charge Notice           |
| Weymouth and Dorchester | Free to all passengers   | Yes | P & R services are not registered as Local Bus Services   |
| Poole                   | Yes as P R Service only operates on the 4 Saturdays preceding Christmas  | No  | Christmas Shoppers P & R on 4 Saturdays only  |
| City of Chester         | Full fare before 09.30. Adult Return fare of £2.00 after 09.30 and 2 children under 16 can travel free with ENCTS holder             | No  | Charge for ENCTS holders introduced from 1 <sup>st</sup> April 2013   |

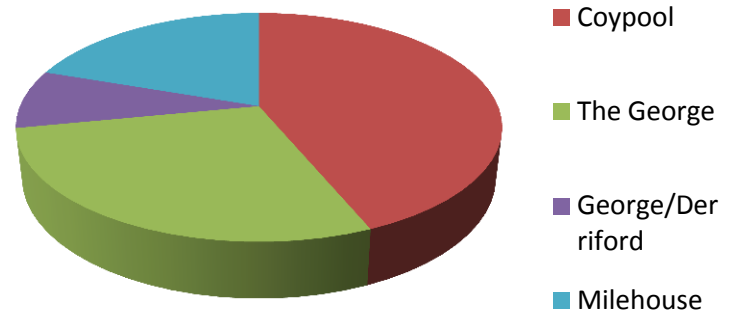
|                     |  |   |   |
|---------------------|--|---|---|
| Portsmouth          | ENCTS not accepted.  | Yes: £2.50 to park car and up to 8 passengers travel on bus | Operates on Saturdays only throughout the year. Customers can hop on/ hop off all day on P & R route within Portsmouth  |
| Brighton            | Yes, after 09.30 on Mon to Fri and all other times   | No  |   |
| Leicester City      | Free after 09.30 on Mon – Fri and all other times. Before 09.30 charge of £1.50 per ENCTS holder issued by City of Leicester and £3.00 all other English ENCTS | No  |   |
| City of Norwich     | Full adult fare before 09.30. After 09.30 return fare for ENCTS holders is £1.10   | No  | Change was made following the 2009 amendment. Reported a number of complaints from residents, a small reduction in concessionary passengers but an overall increase in revenue. |
| City of Gloucester  | Full fare before 09.30 on Mon- Fri. Free travel after 09.30 and at all other times   | No  |   |
| Preston, Lancashire | Full fare for Senior Citizens before 09.30; special 50p single fare for Disabled holders before 09.30<br><br>Free travel for both categories after 09.30       | No  |   |
| Kingston Upon Hull  | ENCTS holders entitled to free travel all day, every day   | No  |   |
| Nottingham City     | On sites served by   | No  | 7 sites within the City of  |

|                     |  |    |  |
|---------------------|--|----|--|
|                     | <p>Nottingham Trams no free travel for non-Nottingham City ENCTS holders at any time</p> <p>Sites served by buses charge full fare before 09.30 and free travel after 09.30 and at all other times</p> |    | Nottingham   |
| Ipswich             | <p>Full fare before 09.30. Special £1.00 return fare after 09.30 on Mon- Fri and at all other times</p>  | No |  |
| Swindon             | <p>Full fare before 09.30 Mon- Fri and then free after 09.30 and at all other times</p>  | No | Bus Service provided by Thamesdown Transport with some journeys supported by Swindon |
| Salisbury           | <p>Free travel at all times for ENCTS holders</p>  | No | Website encourages Park and Walk and Park and Cycle                                  |
| Stratford Upon Avon | <p>Full fare before 09.30 on Mon- Fri for Non-Resident ENCTS holders</p> <p>Full fare before 09.00 for Local residents</p> <p>Free travel at all other times</p>                                       | No |  |

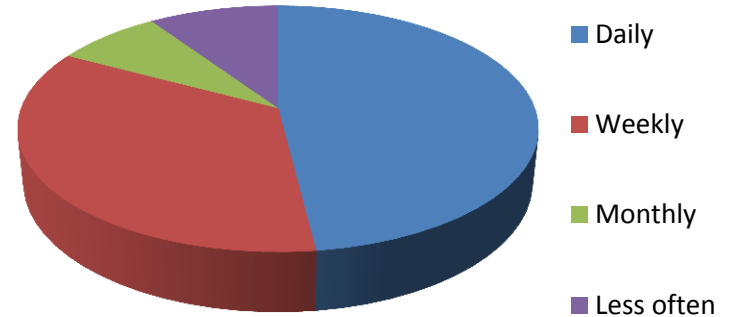
# Park and Ride Consultation

|                                 |  |
|---------------------------------|--|
| <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   |

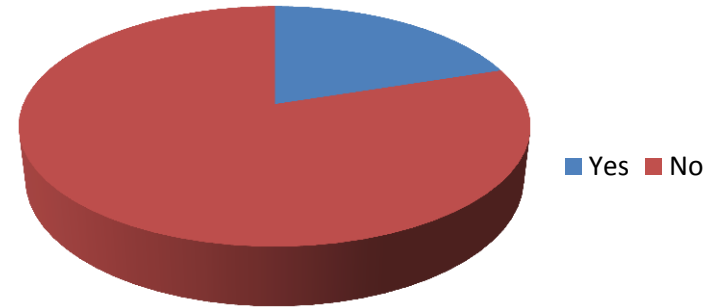
| Location                   |                |                |            |
|----------------------------|----------------|----------------|------------|
|                            | % Total        | % Answer       | Count      |
| <b>Number of Responses</b> | <b>100.00%</b> | -              | <b>506</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> |



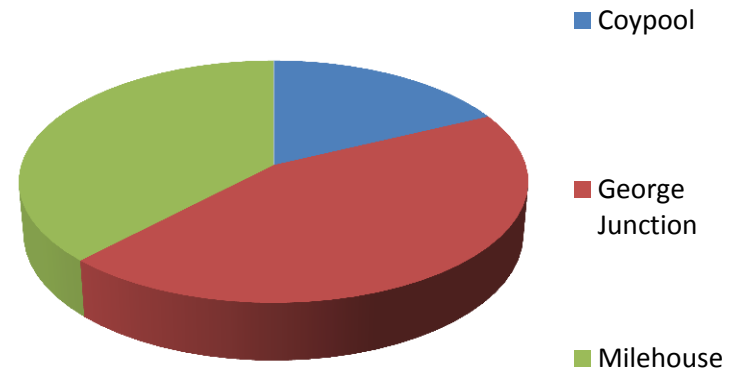
| Use of Site                |                |                |            |
|----------------------------|----------------|----------------|------------|
|                            | % Total        | % Answer       | Count      |
| <b>Number of Responses</b> | <b>100.00%</b> | -              | <b>506</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> |



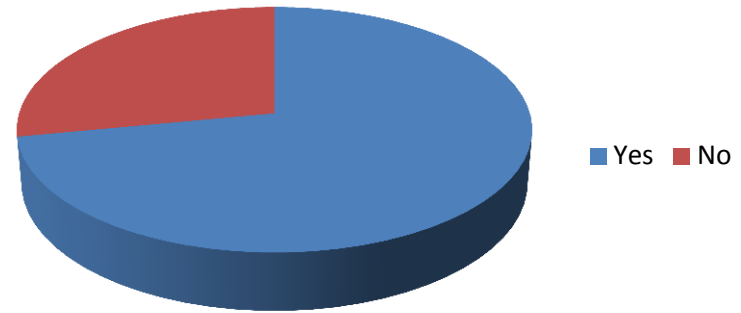
| Other Sites         |                |                |            |
|---------------------|----------------|----------------|------------|
|                     | % Total        | % Answer       | Count      |
| Number of Responses | 97.63%         | -              | 494        |
| Yes           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



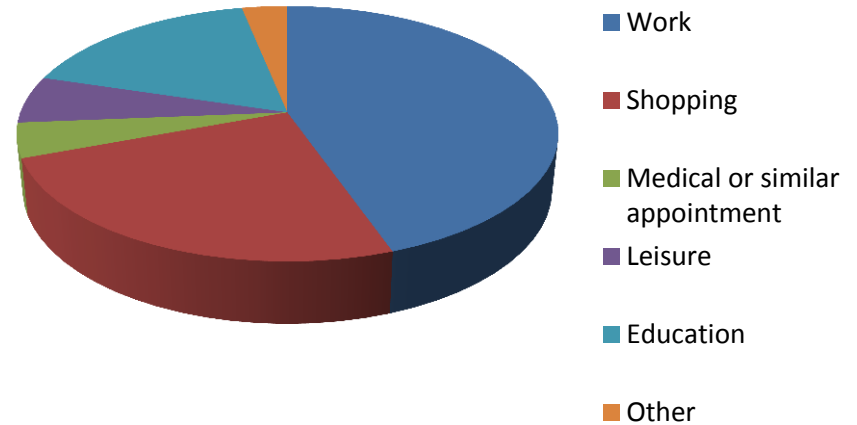
| Other Park and Ride Sites Used |                |                |        |            |
|--------------------------------|----------------|----------------|--------|------------|
|                                | % Total        | % Answer       | %      | Count      |
| Number of Responses            | 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        |
| <b>Total</b>                   | <b>100.00%</b> | <b>100.00%</b> | -      | <b>506</b> |



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

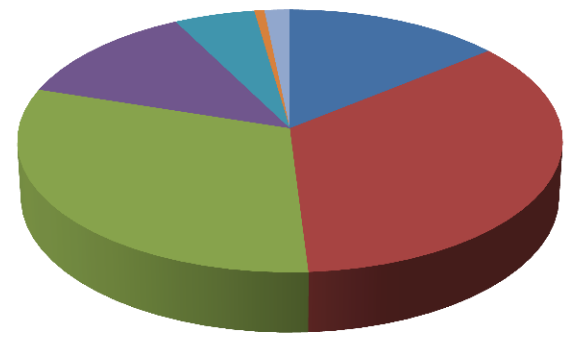


| Purpose of Journey            |                |                |            |
|-------------------------------|----------------|----------------|------------|
|                               | % Total        | % Answer       | Count      |
| Number of Responses           | 99.21%         | -              | 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          |
| <b>Total</b>                  | <b>100.00%</b> | <b>100.00%</b> | <b>506</b> |





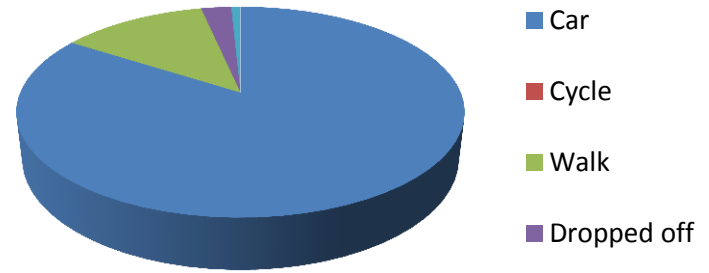
| Why do you use Park and Ride? *           |                |                |             |            |
|---|----------------|----------------|-------------|------------|
|   | % Total        | % Answer       | % Frequency | Count      |
| Number of Responses                       | 99.21%         | -              | -           | 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> |



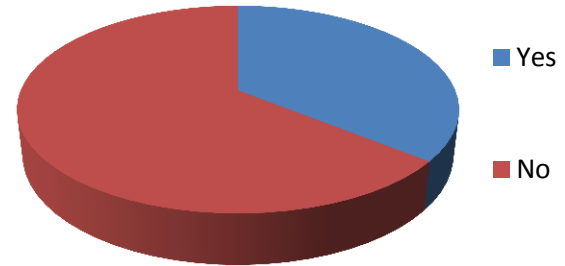
- Speed and reliability
- Convenience
- Cheaper than driving/parking
- Difficulty in finding suitable parking
- Less stressful than driving into the city
- No other service to/ from my area
- Other

\* Multiple responses

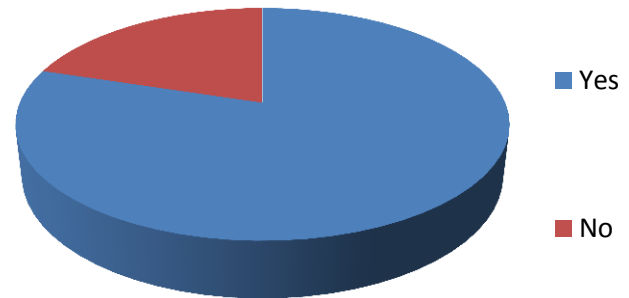
| Travel to Park and Ride Site |                |                |            |
|------------------------------|----------------|----------------|------------|
|                              | % Total        | % Answer       | Count      |
| Number of Responses          | 99.01%         | -              | 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> |



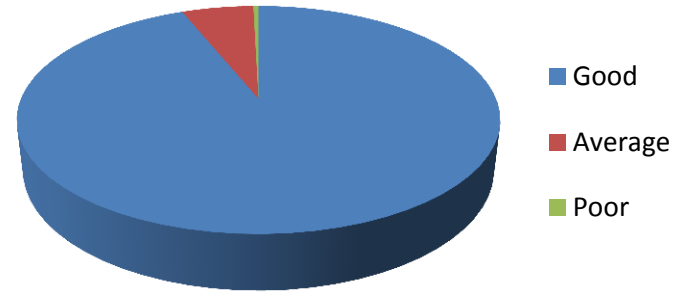
| Concessionary Bus Pass Holder? |                |                |            |
|--------------------------------|----------------|----------------|------------|
|                                | % Total        | % Answer       | Count      |
| Number of Responses            | 96.05%         | -              | 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> |



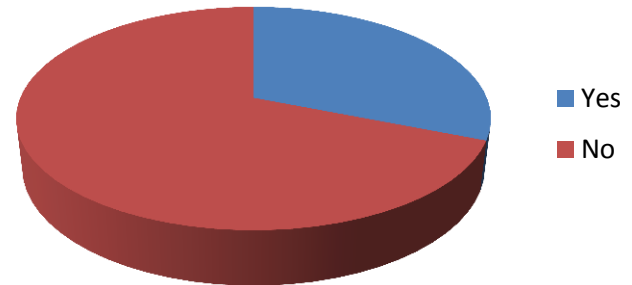
| Would be prepared to pay for service ? (Concessionary Bus Pass Holders only) |                |                |            |
|--|----------------|----------------|------------|
|  | % Total        | % Answer       | Count      |
| Number of Responses  | 100.00%        | -              | 174        |
| 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> |



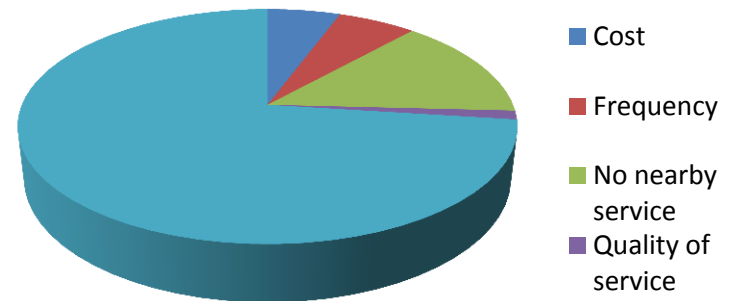
| Experience Rating   |                |                |             |            |
|---------------------|----------------|----------------|-------------|------------|
|                     | % Total        | % Answer       | % Frequency | Count      |
| Number of Responses | 96.44%         | -              | -           | 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> |



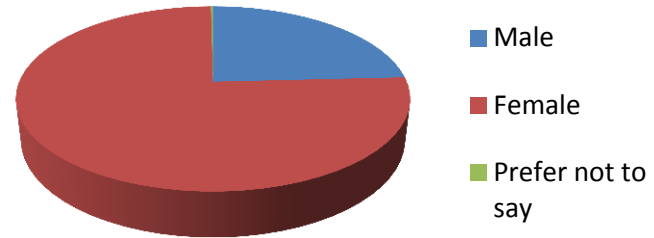
| Uses Other Bus Services |                |                |            |
|-------------------------|----------------|----------------|------------|
|                         | % Total        | % Answer       | Count      |
| Number of Responses     | 96.84%         | -              | 490        |
| 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> |



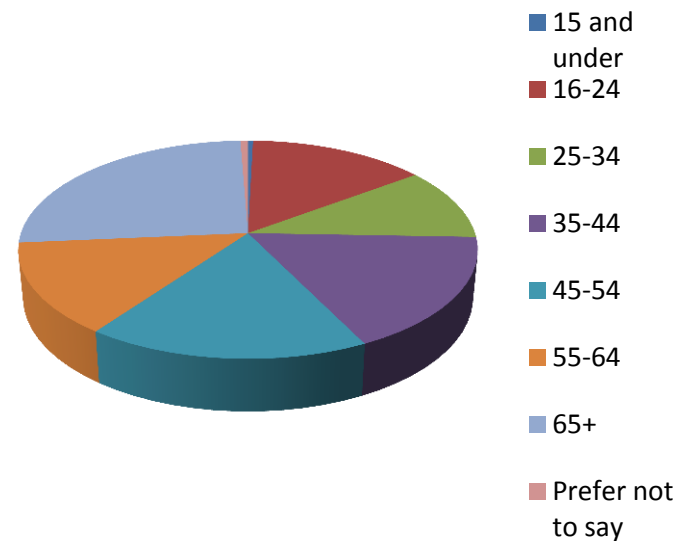
| Reasons if not using other services. |                |             |            |
|--------------------------------------|----------------|-------------|------------|
|                                      | % Total        | % Answer    | Count      |
| Number of Responses                  | 100.00%        | -           | 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> |



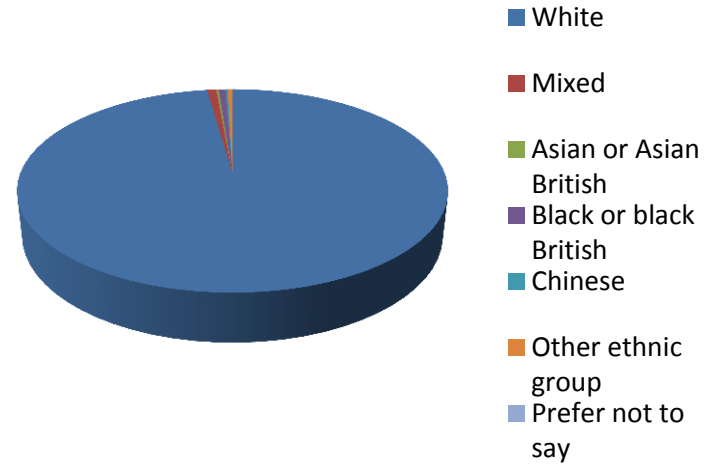
| Gender              |                |                |            |
|---------------------|----------------|----------------|------------|
|                     | % Total        | % Answer       | Count      |
| Number of Responses | 94.66%         | -              | 479        |
| Male                | 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         |
| <b>Total</b>        | <b>100.00%</b> | <b>100.00%</b> | <b>506</b> |



| 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         |
| <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

Plenty of parking  
First time traveller on P&R  
PR3 should run weekends  
Would like to run later  
Sometimes delays  
Shame about increasing prices  
Traffic delays the service  
Not enough double deckers  
Lovely  
Single decker from 5 – 11pm bus viaduct, no double decker peak time  
Good morning service  
Time of buses, always late, more buses at 5pm, should use Bretonside  
Depends on the driver, attitude/driving. Better discount for monthly basis. Pay for what you use  
Toilets poor, not a great gateway, regular service  
Wait a long time for buses, PR1 stack up – time for waiting affect PR2 buses  
More than 10 min gap in evening between buses  
No alternative, other buses changed time, would be late for work without it  
Size of bus isn't adequate for footfall of passengers  
Easy to park – no traffic  
Have tried other services and this is the best  
Convenience but sometimes buses delayed trying to load too many passengers  
Very often at 6.20 no buses due to events  
Finish too early

Question 12 continued...

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

Convenience, always on time, drivers friendly, I have a disability so being able to park and board bus on the flat is excellent

Better with ticket man, causes delays

Would like to be able to use the concession pass earlier

Could run later into the evening

Some drivers are rude

Sometimes after 8am so busy waiting about and standing is not nice

Except long wait at Milehouse on inbound from the George

Empty text input area consisting of 15 horizontal lines.



## Question 14a Other Reasons for not using other bus services

|   |
|---|
| No need   |
| 1/1A, 43A, 76, 592/3                                |
| Evening journeys after 18.30 - no P&R               |
| Use car   |
| Don't like stopping at every bus stop               |
| Only use P&R  |
| No buses, 2 miles to bus stop and then once an hour |
| Visiting Plymouth                                   |
| Health  |
| Live outside Plymouth                               |
| Retired   |
| walk everywhere                                     |
| Slow service  |
| Use service 83/86                                   |
| Don't like to take the bus, dirty                   |
| Easy/ direct  |
| Out of use  |
| Quality of service                                  |
| School traveller                                    |
|   |
|   |

|  |
|--|
| Need to run later on Thursdays for late night shopping   |
| 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. |
| Work only in Plymouth so otherwise travel to other locations   |
| Â£6-Â£10 if I can catch bus with family  |
| Train from St Germans  |
| Use car  |