

## Public Transport in Lancashire

Report from panel  
research carried out for

## Lancashire County Council

October 2001

RBA Research  
Royal House  
28 Sovereign Street  
LEEDS  
LS1 4BA

Tel: 0113 269 7675  
Fax: 0113 269 1754

e-mail: [paul.vittles@rba-research.co.uk](mailto:paul.vittles@rba-research.co.uk)  
Website: [www.rba-research.co.uk](http://www.rba-research.co.uk)

16/11/01

british market research association

**bmra**

member



# TABLE OF CONTENTS

*Page Number*

<b>1. INTRODUCTION .....</b>	<b>1</b>
1.1 BACKGROUND AND OBJECTIVES .....	1
1.2 METHODOLOGY .....	2
<b>2. MAIN FINDINGS.....</b>	<b>3</b>
2.1 PUBLIC TRANSPORT POLICIES .....	3
2.1.1 <i>Prioritisation of transport policies</i> .....	3
2.1.2 <i>Transport Safety</i> .....	6
2.1.3 <i>Achieving an Effective Transport System</i> .....	9
2.2 BUS SERVICES IN LANCASHIRE .....	13
2.2.1 <i>Use of Bus Services</i> .....	13
2.2.2 <i>Availability &amp; Purchase of Different Ticket Types</i> .....	18
2.2.3 <i>Price of Fares</i> .....	20
2.2.4 <i>Opinions of Service Provided</i> .....	21
2.2.5 <i>Bus Timetables</i> .....	26
2.2.6 <i>Complaints about Bus Services</i> .....	30
2.2.7 <i>Areas for Improvement of Bus Services</i> .....	31
<b>3. SUMMARY .....</b>	<b>37</b>
<b>APPENDIX - MARKED-UP-QUESTIONNAIRE .....</b>	<b>3</b>

# 1. Introduction

This report contains the main findings to emerge from a survey of members of the Life in Lancashire' citizens' panel, which RBA Research has recently recruited for Lancashire County Council. This is the second activation of the panel, comprising a quantitative survey focusing on public transport, with a particular emphasis on bus services.

## 1.1 Background and Objectives

The Life in Lancashire panel provides an opportunity to approach willing participants on a regular basis to seek their views on a range of topics. Panel members are all volunteers and they are not fully representative of the population because they are participating in this on-going consultation exercise whilst other residents are not. The panel has been designed to be a demographic cross-section of the population of the County, and the results of each survey are weighted in order to reflect the demographic profile of the County's population.

The panel provides ready access to this broad cross section of the population. It also provides access to a sufficiently large sample of the population that reliable results can be reported at County-wide level and at a number of sub-area or sub-group levels.

Ideally, each activation of the Panel should be 'themed' for three key reasons. Firstly, it enables us to have sufficient coverage on a particular topic to be able to provide insight into that topic, rather than being a superficial opinion poll (although sometimes qualitative research is needed to complement the quantitative data and really give a comprehensive picture).

Secondly, it comes across better to the residents completing the questionnaires if there is a clear theme (or two clear themes) within each survey, and this helps to keep response rates high.

Thirdly, it is good practice to ‘theme’ each questionnaire because the panel needs to be ‘action-oriented’. Heads of service and leaders of policy initiatives within the County Council (and, from time-to-time, its partners) should be using the panel to get relevant data to feed into key decisions. We can then report back to panel members what action has been taken as a result of their feedback – which makes them more likely to continue to take part. If there are a small number of clear themes, it is easier to keep track of this, and give residents meaningful feedback.

This latest activation of the Life in Lancashire panel focused on public transport, both in terms of transport policies in general and, more specifically, bus services. The survey covered both those bus services that are supported by the County Council as well as other non-supported local bus services. Public consultation had previously identified ‘securing safe and effective transport’ as a priority objective for the County Council and the relevance of this topic will have contributed to the good response rate (along with the fact that the panel is still at a relatively early stage of its life).

## **1.2 Methodology**

Postal questionnaires were sent out to all those on the panel database on 27th September 2001. In all, 1686 questionnaires were mailed out. Between 27<sup>th</sup> September and 26<sup>th</sup> October, 1152 questionnaires were returned (please note that this included a reminder sent on 11th October). The final return represents a response rate of 68%.

It should be noted that in certain sections of the report, combined figures are quoted, with the separate figures given in brackets e.g. ‘31% say they agree with a statement (30% agree and 2% strongly agree)’. The separate percentages in the brackets do not always add up to the combined percentage. There are two main reasons for this. Firstly both the combined percentage and the two separate percentages are rounded up or down to the nearest whole number. Secondly, because the data are weighted, the base figures are also rounded. The figures quoted in the report are the most accurate available results.

## **2. Main Findings**

### **2.1 Public Transport Policies**

The County Council's vision for transport includes the following:

- A transport system that is as environmentally friendly as possible
- Safe, reliable and enjoyable journeys by all modes of transport
- Transport that reduces delays, supports environmentally sustainable economic activity and moves freight by the most efficient means
- A true choice of access to employment and amenities that promotes social inclusion

In this context, panel members were asked a series of questions in order to gauge what they believe to be the most important priorities.

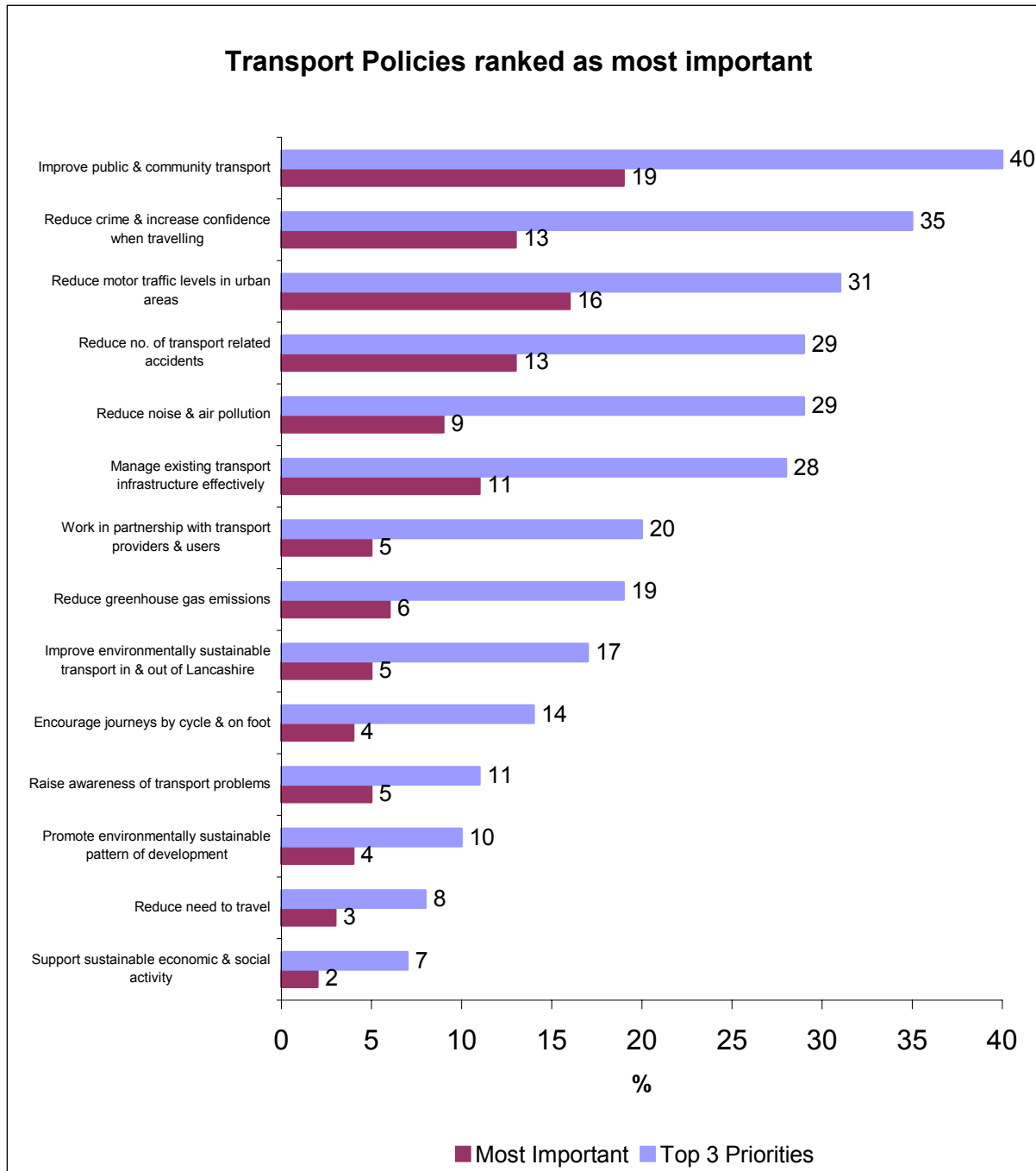
#### **2.1.1 Prioritisation of transport policies**

Panel members were shown a list of fourteen overall transport policies and asked to rank those eight which they consider to be most important in order for the County Council to achieve its vision for transport.

Chart 1 below summarises the different transport policies, ranked according to the priorities of panel members; for each policy, it summarises the proportion of panel members rating it as 'most important' and the proportion including that policy within their top three most important priorities.

### Chart 1: Prioritisation of different transport policies

Weighted Base = 1111; Unweighted Base = 1152



*Improve public and community transport* emerges as the most important priority overall for panel members, with almost one in five (19%) ranking it highest and four in ten (40%) ranking it in their top three most important policies.

Those who have lived in Lancashire for less than 10 years are more likely to view this as the top priority compared with those who have lived in Lancashire for more than 20 years (29% ranking as most important, compared with 18%), although similar proportions include it within their top three priorities, irrespective of the length of time they have lived in the county. Looking at panel members' single highest priority, it also ranks as particularly important amongst those living in Fylde (31%) and the AB socio-economic group (25%) compared with the DE group (15%).

The next most important priorities for panel members are to ***reduce motor traffic levels in urban areas*** (Most important 16%; Top Three 31%) and to ***reduce crime and increase confidence when travelling*** (Most important 13%; Top Three 35%).

Younger panel members (under 25 years) are significantly more concerned about ***reducing crime and increasing confidence when travelling*** (Most important 19%; Top Three 55%).

Not surprisingly, those in urban locations are significantly more concerned about ***reducing motor traffic levels in urban areas***: 30% of panel members in Preston and 23% of those living in Burnley rate this as most important, whilst only 7% of those living in Rossendale and 9% of those living in the Ribble Valley rank it as most important.

Of the other policies listed, the following are also viewed as a relatively high priority, being ranked as most important by approximately one in ten panel members and in the top three by almost three in ten panel members: ***reduce number of transport related accidents*** (Most important 13%; Top Three 29%), ***manage the existing transport infrastructure effectively*** (Most important 11%; Top Three 28%) and ***reduce air and noise pollution*** (Most important 9%; Top Three 29%).

***Reducing the number of transport related accidents*** is more important to younger panel members; 19% of under 25 year olds rank it as the top priority, compared with 8% of over 60 year olds. It is considered a greater priority amongst those in socio-economic group C1C2, 14% of whom rank it as the top priority compared with only 7% of those in group AB.

***Managing the existing transport infrastructure effectively*** is a relatively high priority amongst those living in rural areas, with 18% of those living in Rossendale and 19% of Ribble Valley residents ranking it as the most important policy.

Older panel members (aged over 45) are more likely to cite ***reducing air and noise pollution*** as the top priority, although differences by age are less evident when considering panel members' top three priorities.

Looking at those policies that are considered to be least important, ***reducing the need to travel*** is ranked very low (Most important 3%; Top Three 8%) and it may be that this is not considered to be a feasible option. In addition the policy of encouraging alternative means of transport, specifically ***encouraging journeys by cycle and on foot*** is ranked relatively low (Most important 4%; Top Three 14%).

Other policies, which are ranked as relatively unimportant by panel members, are to ***support sustainable economic and social activity*** (Most important 2%; Top Three 7%) and to ***promote an environmentally sustainable pattern of development*** (Most important 4%; Top Three 10%). It is possible that these policies are less clear or concrete in terms of what they involve, compared with some of the other policies listed, and that this therefore contributed to their relatively low ranking.

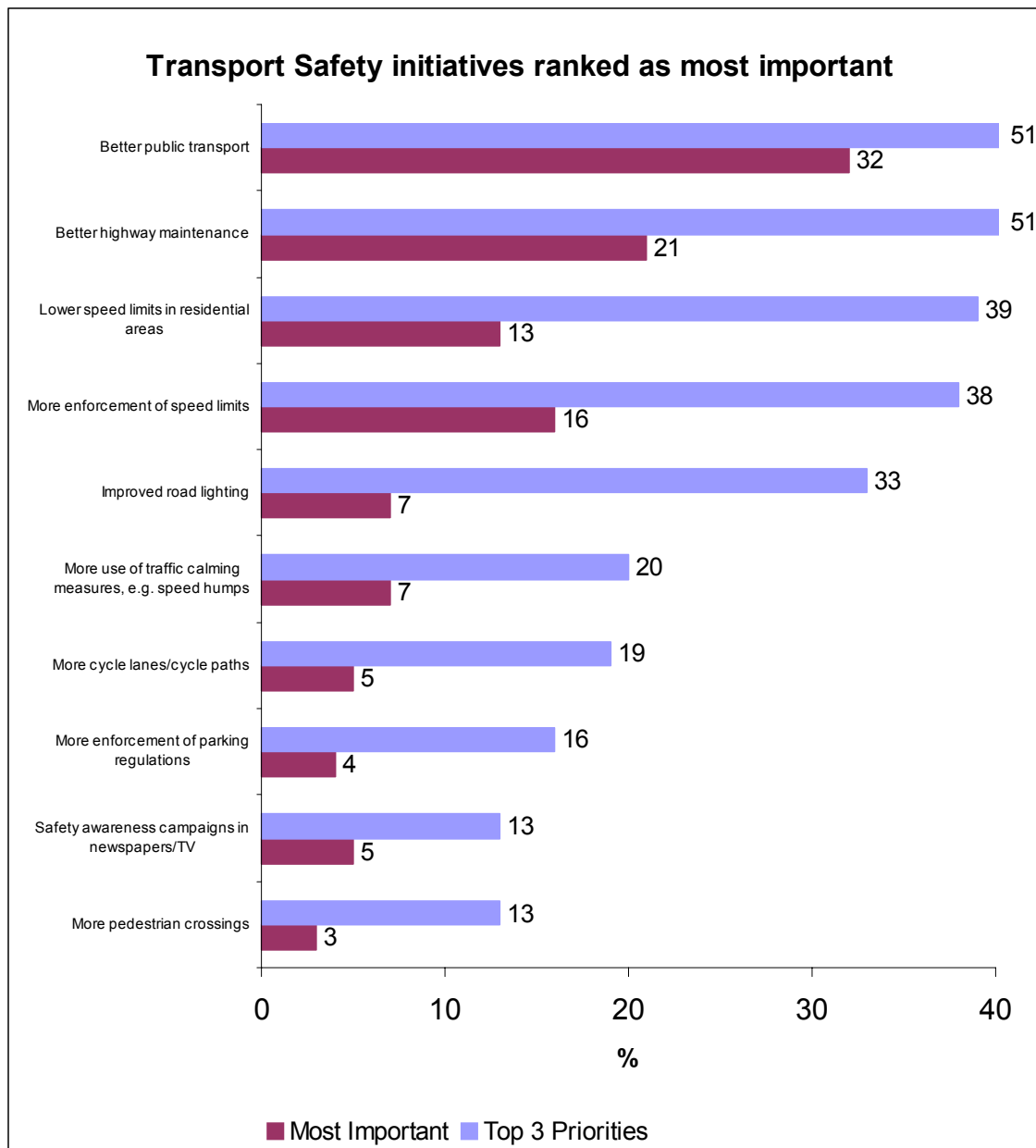
### **2.1.2 Transport Safety**

Panel members were asked to indicate, from a list of ten measures, which priorities they consider to be most important for the County Council to pursue in order to improve safety on all forms of transport. The chart below summarises the priorities of panel members, again showing the proportion of panel members rating each priority as 'most important' and the proportion including that initiative within their top three most important priorities.



## Chart 2: Prioritisation of initiatives to improve transport safety

Weighted Base = 1111; Unweighted Base = 1152



**Better public transport** is seen as the highest priority, being ranked as most important by one third (32%) and in the top three priorities by over half (51%) of panel members. This is seen as the top priority by men more than by women (35% and 28% respectively), whilst the higher socio-economic groups (ABC1) also rate it as the top priority more than the DE group (36%, compared with 26%). A third (34%) of those living in rural areas rank it as the top priority, compared with just over a quarter (27%) of those in urban areas. Across all districts, residents in Lancaster rate this as the highest priority, with over four in ten (41%) ranking it as most important.

Also of relatively high priority to panel members is ***better highway maintenance***, with one in five (21%) ranking it as most important and, again, over half (51%) ranking it in their top three priorities. Residents in Chorley, Preston and West Lancashire perceive this as a relatively high priority, with 29%, 26% and 26% respectively ranking it as most important. In contrast, residents of Burnley and South Ribble are less concerned with this aspect, with only 14% in each region ranking it as the most important.

Of the remaining initiatives, the following three are ranked in the top three priorities by at least a third of panel members: ***more enforcement of speed limits*** (Most important 16%; Top Three 38%), ***lower speed limits in residential areas*** (Most important 13%; Top Three 39%) and ***Improved road lighting*** (Most important 7%; Top Three 33%).

There are some differences by region according to the extent to which ***more enforcement of speed limits*** is seen as the most important priority. A quarter of residents of Preston and Burnley highlight this as the top priority (25% and 24% respectively), compared with only one in twelve residents of Rossendale (8%).

Ribble Valley and South Ribble residents are particularly interested in ***lower speed limits in residential areas***, with one in five (20%) ranking this as the most important priority.

***Improved road lighting*** is seen as a higher priority in Pendle and Preston; in both areas one in eight (13%) rank it as the highest priority and more than four in ten (45% and 40% respectively) include it in their top three priorities.

Overall, ***more use of traffic calming measures, e.g. speed humps*** is ranked midway in the list of priorities, with one in five (20%) including it in their top three priorities, but only one in fourteen (7%) ranking it as most important. However, a significantly higher proportion of Chorley residents view this as an important priority, with one in six (17%) ranking it as the top priority and four in ten (41%) including it in their top three.

The provision of *more pedestrian crossings* is seen as the least important priority in order to promote transport safety, with only 3% ranking it as most important and one in eight (13%) including it in their top three priorities.

Comparatively low levels of support are also given to *safety awareness campaigns in newspapers/TV* (Most important 5%; Top Three 13%) and *more enforcement of parking regulations* (Most important 4%; Top Three 16%).

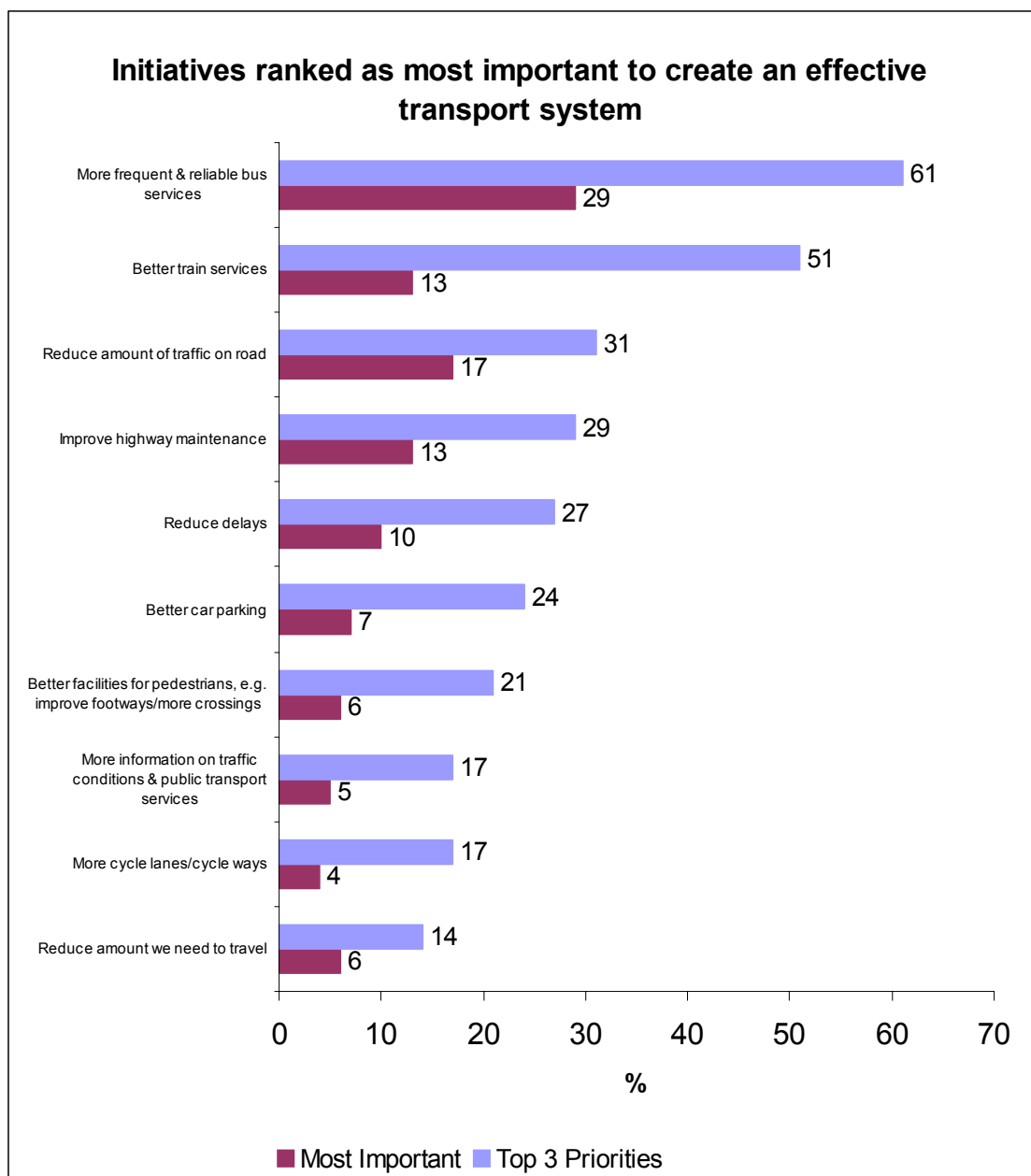
### **2.1.3 Achieving an Effective Transport System**

In order to achieve an effective transport system for Lancashire, panel members were shown a further list of priorities and again asked to rank these in terms of what they considered to be most important.

Chart 3 summarises the priorities of panel members in the same way as the two previous charts, showing the proportion of panel members rating each possible initiative as ‘most important’ and the proportion including it within their top three most important priorities.

### Chart 3: Prioritisation of initiatives to create an effective transport system

Weighted Base = 1111; Unweighted Base = 1152



The provision of *more frequent and reliable bus services* is seen as the highest priority, ranked considerably higher than all other initiatives, with almost three in ten (29%) ranking it as most important and three out of five (61%) including it in their top three priorities. Younger panel members rank this as most important to a greater extent, with almost four in ten (39%) seeing it as the top priority.

**Better train services** are also highlighted as a priority, with one in eight (13%) ranking it as most important and over half of panel members (51%) ranking it within their top three priorities. Those living in market towns or rural areas attributed a higher priority to improving train services than those in urban areas (16% and 14%, compared with 9% ranking as most important). Residents of Hyndburn gave it the highest priority overall, with 18% ranking it as most important and 58% including it in their top three priorities.

Of the other possible priorities, **reducing the amount of traffic on the road** is considered most important, ranked top by almost one in six panel members (17%) and in the top three priorities by nearly a third (31%). People living in Preston are relatively more concerned with this aspect, with almost a third (31%) ranking it as their top priority.

Other priorities which received fairly high support – appearing in the top three for a quarter or more panel members – were **improving highway maintenance** (Most important 13%; Top Three 29%), **reducing delays** (Most important 10%; Top Three 27%) and **better car parking** (Most important 7%; Top Three 24%).

**Better car parking** is ranked as a higher priority amongst those living in market towns and rural areas (Most important 9% and 8% respectively), compared with those living in urban areas (4%). Residents in Pendle and the Ribble Valley attribute the highest level of priority, with almost one in seven (15%) ranking it as most important.

**Better facilities for pedestrians, e.g. improved footways/more crossings** is included in the top three priorities by one in five (21%) of panel members, but only ranked as the most important priority by less than one in seventeen (6%). Those in rented accommodation appear to be more concerned with this issue, with almost one in five (18%) ranking it as most important and a third (34%) including it in their top three priorities.

Of least priority overall to panel members is **reducing the amount we need to travel**, with only one in seven (14%) including it in their top three and less than one in seventeen (6%) ranking it as most important. This is consistent with the results above on prioritising overall transport policies.

Compared with other priorities, the provision of *more cycle lanes/cycle ways* also scores relatively low (Most important 4%; Top Three 17%), as does the provision of *more information on traffic conditions and public transport services* (Most important 5%; Top Three 17%).

## 2.2 Bus Services in Lancashire

Panel members were asked a range of questions relating to their use of local bus services and their opinions of the service provided.

The questionnaire included separate sections on bus services supported by the County Council and all other local bus services. Wherever relevant, the report provides a comparison of levels of use and attitudes to the service provided between those buses that are supported by the County Council and those that are not.

### 2.2.1 Use of Bus Services

Use of bus services supported by the County Council (defined as ‘ever used’) is significantly lower than for other local bus services. Just over a quarter (28%) of panel members have ever travelled on one or more of the bus services supported by the County Council. In contrast, almost four in ten panel members (38%) have ever travelled on another local bus service.

Individual County Council-supported bus services that are used most by panel members are primarily in the Burnley region. The Table below highlights those services used most by panel members, whilst a full breakdown is included in Appendix B.

**Table 1: Most used County Council Supported Bus Services**

Weighted Base = 309; Unweighted Base = 304

<b>Bus No.</b>	<b>District</b>	<b>% Using Individual Bus Service</b>
8	Burnley	7
5	Burnley	7
88	Burnley	7
5	Lancaster	7
3, 3A, 15, 18	Hyndburn	6
65, 68	Pendle	5

Use of County Council-supported bus services is also noticeably higher amongst those in rented accommodation (50%), single parents (41%) and the DE socio-economic group (37%).

Usage of individual bus services, amongst those not supported by the County Council is considerably higher. The table below summarises the services most used by panel members whilst a more comprehensive list is included in Appendix C.

**Table 2: Most used Non-Council Supported Bus Services**

Weighted Base = 422; Unweighted Base = 412

<b>Bus No.</b>	<b>% Using Individual Bus Service</b>
1	34
2	26
483	26
3	22
4	22
5	14
6	12

As seen with Council supported services, use of non-Council supported services is noticeably higher amongst those in rented accommodation (54%), single parents (52%) and the DE socio-economic group (41%). However, there is also a relatively high level of use amongst under 25 year olds (54%), those in urban areas and market towns (45% and 42% respectively), the C2 socio-economic group (41%) and women (41%).

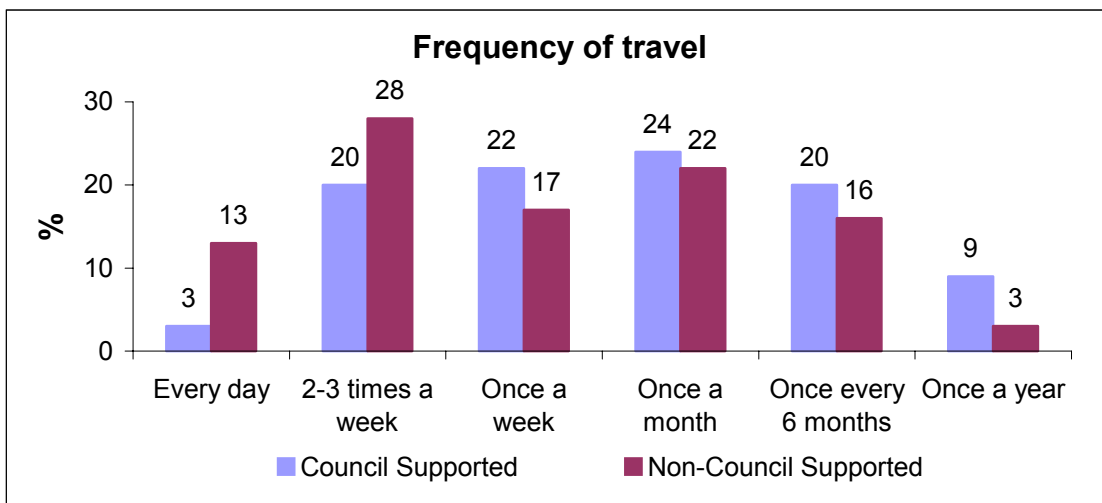
Frequency of use of non-supported bus services is also considerably higher than for those supported by the County Council. Almost six in ten (58%) of those travelling on non-Council supported services do so on at least a weekly basis, compared with less than half (45%) of users of Council supported services. The chart below compares level of use across those services supported by and those not supported by the County Council.



**Chart 4: Frequency of using bus services**

Council Supported Services: Weighted Base = 273; Unweighted Base = 267

Non-Council Supported Services: Weighted Base = 420; Unweighted Base = 410

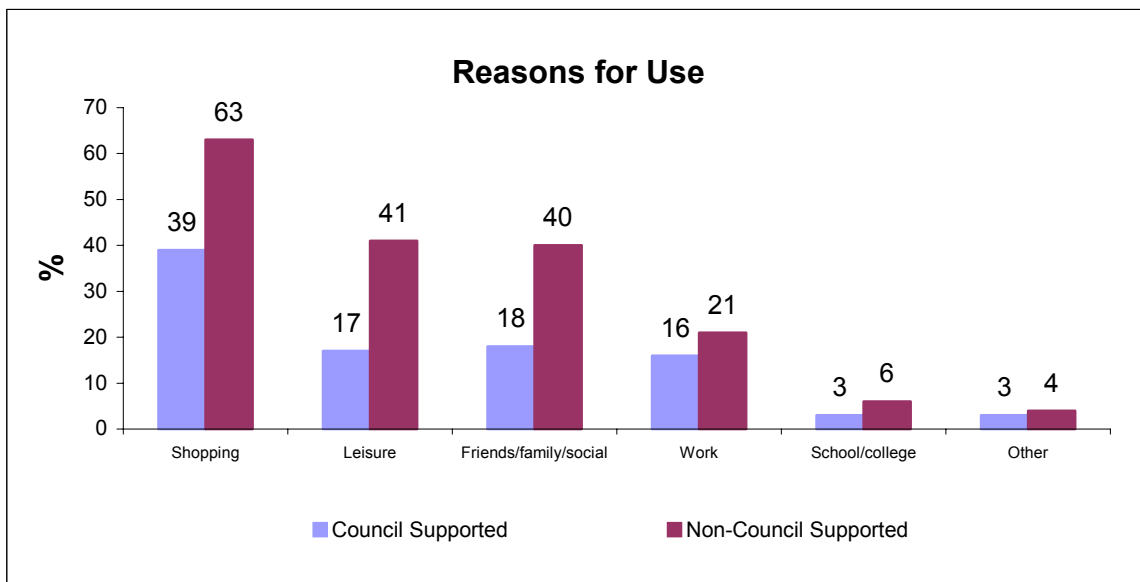


The main reasons for using bus services are shown in the next chart.

**Chart 5: Reasons for using bus services**

Council Supported Services: Weighted Base = 273; Unweighted Base = 267

Non-Council Supported Services: Weighted Base = 420; Unweighted Base = 410



The main reason for using buses is for shopping, with over six out of ten (63%) of those using non-Council supported services doing so for this purpose, compared with one in four (39%) of those using Council-supported services. This is primarily female panel members and those who do not work or are retired. Other main reasons, cited by four out of ten users of non-Council supported services, and six out of ten users of Council-supported services, are for Leisure and Family/friends/social reasons.

Approximately one in five use bus services for getting to/from work; slightly more users of non-Council supported services (21%) cite this reason, compared with users of Council supported services (16%).

Panel members were asked to state which, of four statements, most closely described their situation with regard to bus routes. The table below summarises these results and shows that whilst over a third (36%) of all panel members currently use bus routes, a similar proportion again (38%) could theoretically take a bus but choose not to do so.

**Table 3: Access to & Use of Bus Services**

Weighted Base = 1111; Unweighted Base = 1152

	<b>% Of Panel Members</b>
There are generally bus routes I could use for the journeys I want to make but I choose not to use	38
There are generally NO bus routes for the journeys I want to make	28
I use bus routes and they are generally convenient to me	20
I use bus routes but they could be more convenient	16
No response	11

One in five panel members (20)% say that they ‘use bus routes and they are generally convenient for (them)’, whilst a further one in six (16%) say that they ‘use bus routes but they could be more convenient’. More than a quarter (28%) of panel members say that the statement ‘there are generally no bus routes for the journeys I want to make’ most closely matches their situation.

Almost four in ten (38%) agree that ‘there are generally bus routes (they) could use for the journeys (they) want to make but (they) choose not to use’ them. Marked differences can be seen in levels of agreement with this statement between the ABC1 socio-economic group (42%) and DE’s (34%), owner occupiers (40%) and those in rented accommodation (20%) and those living in urban areas (41%) compared with those in rural areas (30%). Those living in rented accommodation are more likely to say that they use bus routes, whilst almost four in ten (38%) of those living in rural areas believe that ‘there are generally no bus routes for the journeys (they) want to make’.

Users of non-Council supported services were also asked whether they usually have an alternative means of transport for the journeys they make by bus but which they choose not to use. Over half (52%) say that they usually use the car, whilst nearly a third (31%) have no other means of transport. The detailed results are shown in the table below.

**Table 4: Access to, & use of, alternative transport**

Weighted Base = 422; Unweighted Base = 412

	<b>% Of Users of Non-Council Supported Services</b>
No, I have no alternative means of transport for the journeys I need to make other than the bus	31
Yes, I usually use the car	52
Yes, I usually walk	8
Yes, I usually cycle	2
Yes, I usually use the train	2
Other	3

## 2.2.2 Availability & Purchase of Different Ticket Types

Return tickets are the most widely available and most commonly used type of ticket. Just over half (56%) of users of Council supported services say that return tickets are available and four in ten (40%) usually purchase this type of ticket at least once a month. Awareness of availability and purchase of return tickets on non-Council supported services are significantly higher, with two thirds (66%) stating that these tickets are available and over half (51%) usually purchasing them.

The next most frequently purchased ticket types are off-peak or other special price tickets. Just under one in ten of users buy this type of ticket: 8% on Council supported services and 9% on non-Council supported services. Whilst the proportion *purchasing* these ticket types are similar, those travelling on non-Council supported services are significantly more *aware* of this ticket type (17%, compared with 10%), possibly due to their more frequent use of these bus services.

Awareness of availability of season tickets is identical to off-peak/other special price tickets, with one in six (17%) of users of non-Council supported services being aware of them, compared with 10% for Council supported services. Purchase of season tickets is considerably lower although, again, they are higher amongst users of non-Council supported services (3%, compared with 1%).

Awareness of availability, and purchase, of family tickets is relatively low although, once again, awareness of availability is higher for users of non-Council supported services, at 11% compared with 6% for Council supported services.

Table 5 summarises the results on awareness of availability, and purchase, of all main types of ticket.

**Table 5: Availability & Purchase of Different ticket types**

Council Supported Services: Weighted Base = 309; Unweighted Base = 304

Non-Council Supported Services: Weighted Base = 422; Unweighted Base = 412

<b><u>% of Users who say that ticket type is a) available and b) usually purchased at least once a month</u></b>				
	<b>Council Supported Services</b>		<b>Non-Council Supported Services</b>	
	<b>Available</b>	<b>Usually Purchase</b>	<b>Available</b>	<b>Usually Purchase</b>
Return tickets	56	40	66	51
Off-peak or other special price tickets	10	8	17	9
Season tickets	10	1	17	3
Family tickets	6	*	11	1

### 2.2.3 Price of Fares

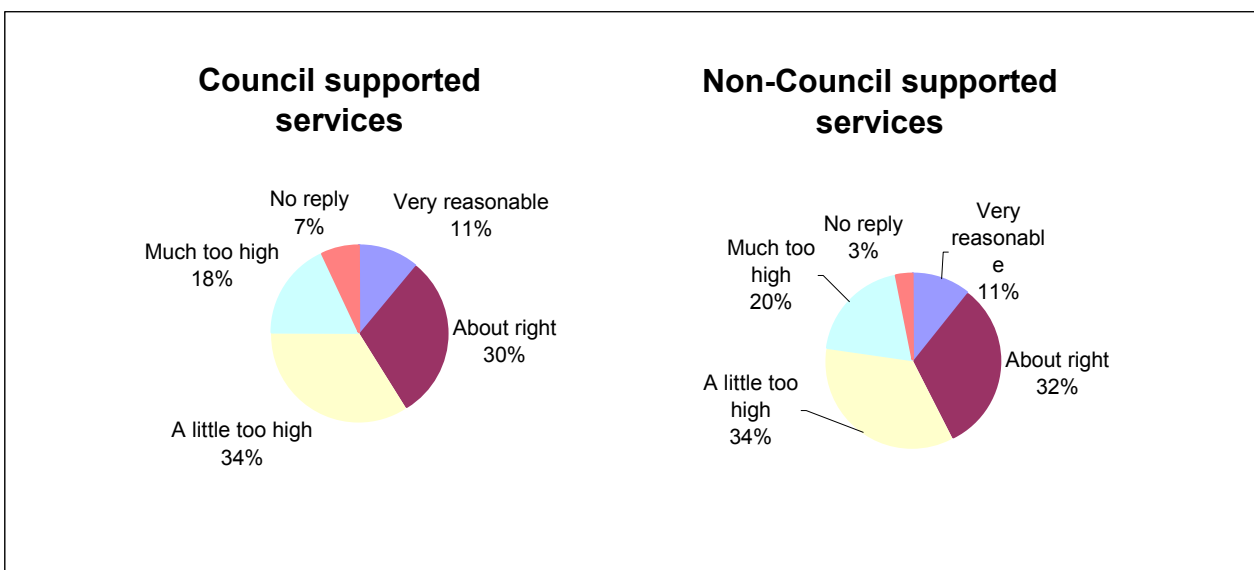
Users of Council supported and non-Council supported bus services indicate very similar levels of satisfaction with the price of fares. Four out of ten are happy with the price of the fare that they pay, one in ten (11%) considering it to be ‘very reasonable’ and just under a third (Council supported 30%, non-Council supported 32%) think they are ‘about right’. Just over half of users think the fares are too high, with about one fifth thinking they are ‘much too high’ (Council supported 18%, non-Council supported 20%).

Chart 6 below summarises what users think about the price of the fare they pay.

#### Chart 6: Price of fares

Council Supported Services: Weighted Base = 309; Unweighted Base = 304

Non-Council Supported Services: Weighted Base = 422; Unweighted Base = 412



## 2.2.4 Opinions of Service Provided

### Running on Time

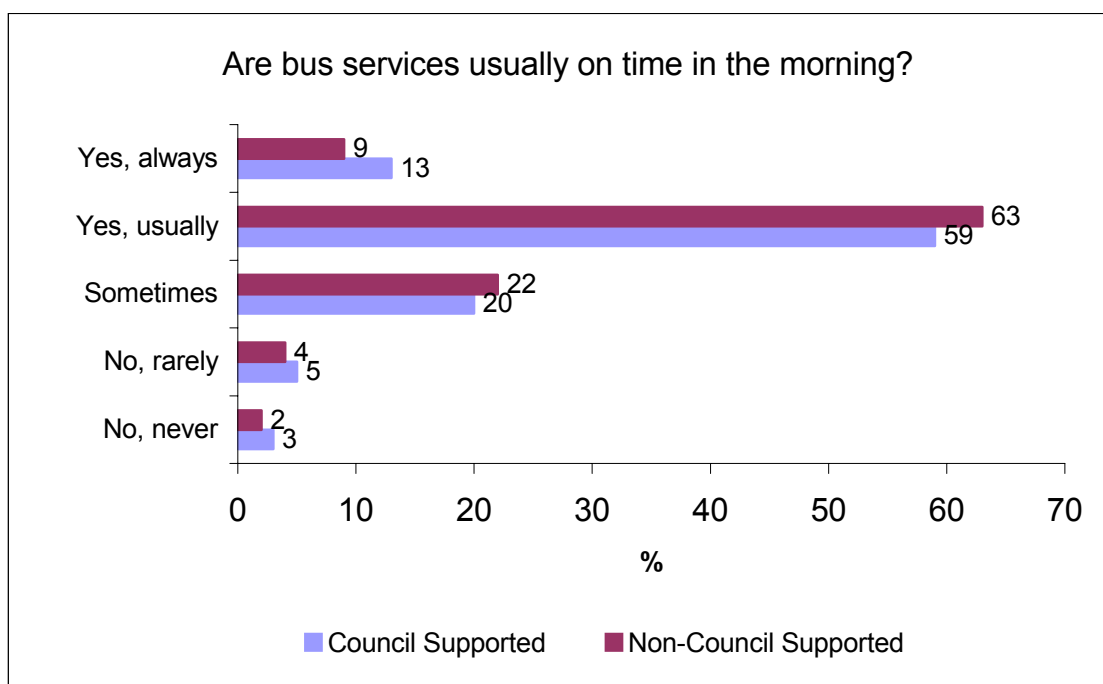
Of the panel members using a Council supported bus service, just over seven out of ten (72%) use the service in the morning. Of these users, almost three quarters (92%) state that the services normally run on time in the morning (13% always, 59% usually). Less than one in ten (8%) think that the services are rarely/never on time in the morning.

Perceptions relating to the extent to which non-Council supported buses run on time in the morning are very similar, as shown in the chart below.

#### Chart 7: Extent to which buses are believed to run on time in the morning

Council Supported Services: Weighted Base = 222; Unweighted Base = 210

Non-Council Supported Services: Weighted Base = 396; Unweighted Base = 383



**Note: Excludes 'Do not use' & 'No reply'**

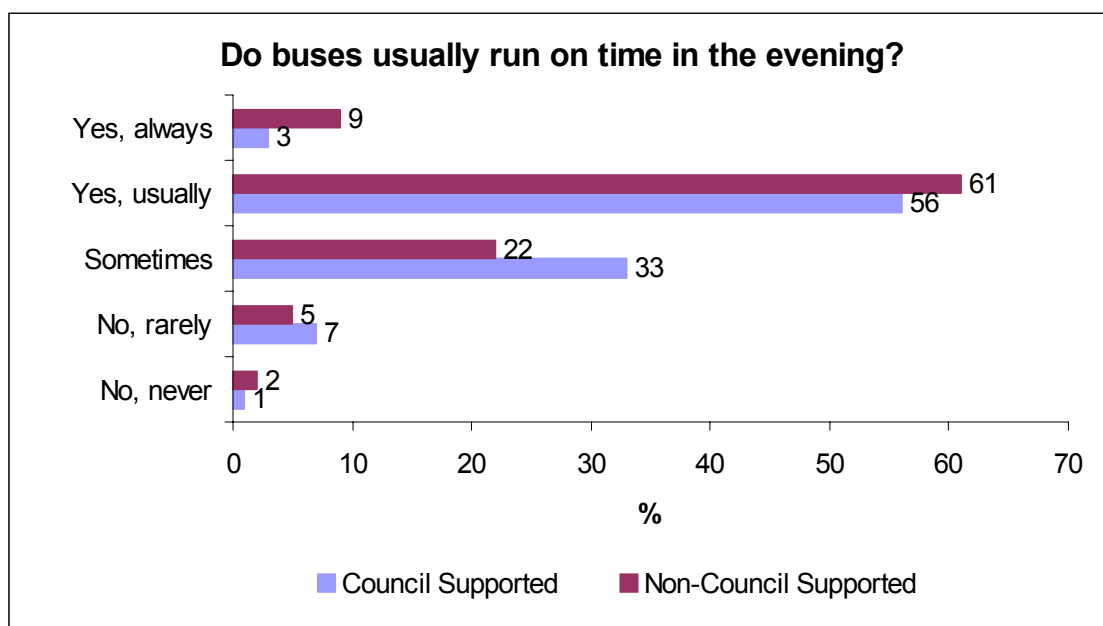
Fewer panel members claim to travel on Council-supported buses in the evening compared with the morning (62%, compared with 72%). Of those using these buses in the evening, the majority still think that they normally run on time, although the spread of results suggests they may be felt to be slightly less reliable. Just under six out of ten say that they normally run on time (3% always, 56% usually) but a third (33%) say that they only run on time ‘sometimes’.

The chart below again compares Council-supported buses with non-Council supported buses. When considered in conjunction with the previous chart, it suggests that whilst Council-supported buses may not always run on time as much in the evening, non-Council buses are thought to be equally reliable in the morning and the evening.

**Chart 8: Extent to which buses are believed to run on time in the evening**

Council Supported Services: Weighted Base = 192; Unweighted Base = 185

Non-Council Supported Services: Weighted Base = 345; Unweighted Base = 340



**Note: Excludes ‘Do not use’ & ‘No reply’**



## **Attitudes to bus services provided**

Panel members were asked to indicate, using a 5-point scale, the extent to which they are satisfied or dissatisfied with different aspects of the service provided. A similar question was asked for both Council supported and non-Council supported services, thereby allowing a comparison of the two.

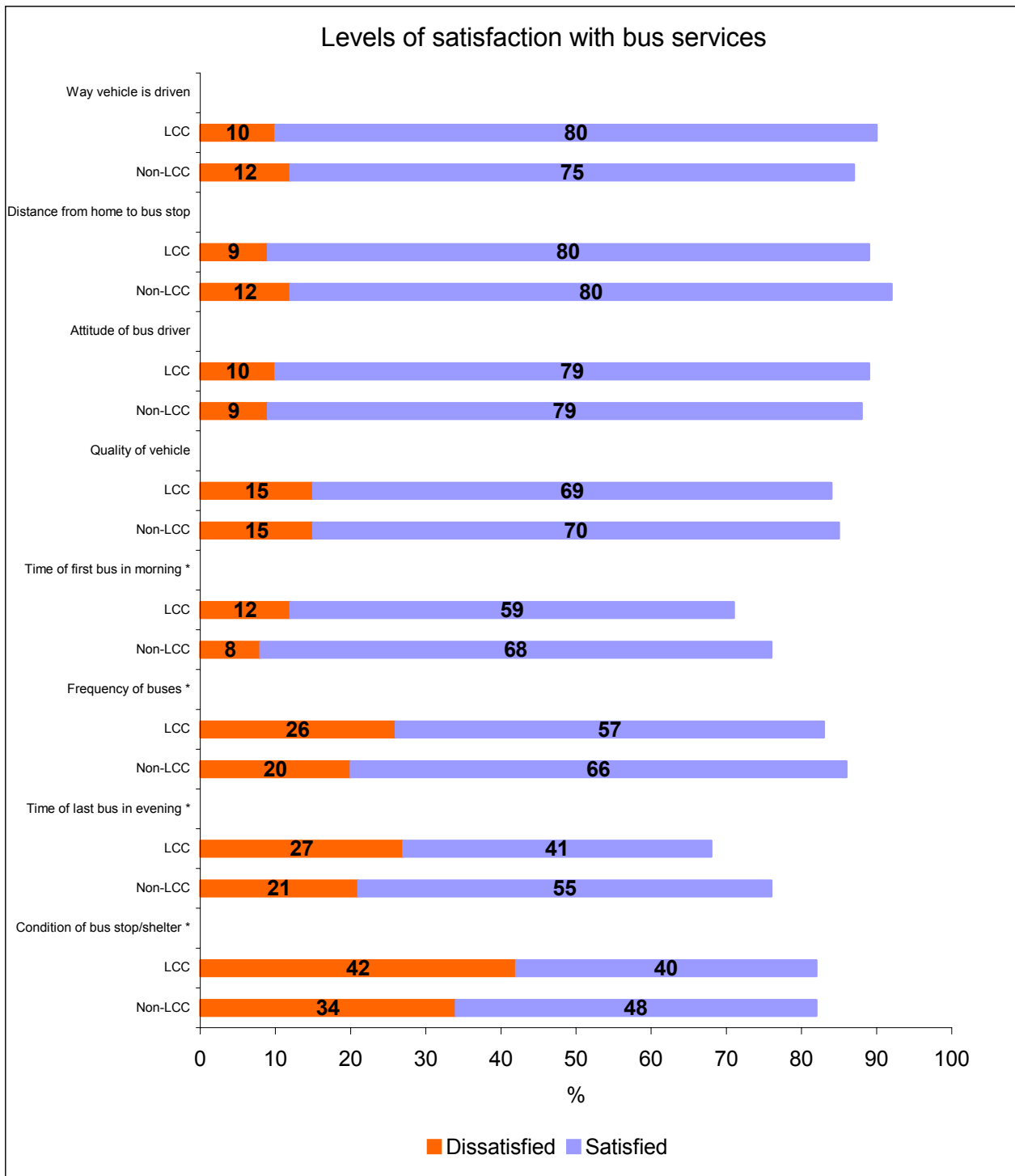
Chart 9 provides a summary of panel members' ratings of these services, showing the proportion who are satisfied (combined score of 'very satisfied' and 'fairly satisfied'), compared with those who are dissatisfied (combined score of 'very dissatisfied' and 'fairly dissatisfied').

NB It should be noted that these questions were only asked of those panel members who say they have ever used the bus services. The results do not necessarily, therefore, reflect the views of non-users.

### Chart 9: Attitudes to bus services provided

Council Supported Services: Weighted Base = 309; Unweighted Base = 304

Non-Council Supported Services: Weighted Base = 422; Unweighted Base = 412



**Note:** Percentages re-calculated to exclude ‘no reply’

\* **Significant difference between Council supported services (LCC) and non-Council supported services (Non-LCC)**

Aspects that bus users are most satisfied with are *'the way the vehicle is driven'*, *'the distance from home to the bus stop'* and *'the attitude of the bus driver'*. For each of these, circa eight out of ten users say they are satisfied, although stronger levels of satisfaction are more evident in terms of *'the distance from home to the bus stop'* (Council supported: 44% very satisfied; Non-Council supported: 50% very satisfied).

Whilst the majority of users are satisfied with *'the quality of the vehicle'*, more than two thirds of these are only 'fairly satisfied' (Council supported: 22% very satisfied, 47% fairly satisfied; Non-Council supported: 23% very satisfied, 47% fairly satisfied).

Views on *'the frequency of buses'* are more mixed. In the case of non-Council supported services, two thirds of users are satisfied with this aspect (22% very satisfied, 44% fairly satisfied) but a fifth show some level of dissatisfaction (14% fairly dissatisfied, 6% very dissatisfied). However, levels of satisfaction with Council supported services are significantly lower (8% very satisfied, 49% fairly satisfied) and over a quarter express some level of dissatisfaction (14% fairly dissatisfied, 11% very dissatisfied). Dissatisfaction with Council supported services appears to be highest amongst those living in rural areas (26% fairly dissatisfied, 18% very dissatisfied). Younger users (under 25 year olds) are also dissatisfied with this aspect, although the sample size of this subgroup is relatively small on this question.

Of the aspects evaluated, *'the condition of the bus stop/shelter'* receives the highest level of criticism, with over a third of users expressing some level of dissatisfaction. Users of Council supported services are significantly more dissatisfied than users of non-Council supported services with over four out of ten (42%) saying they are dissatisfied with this aspect (25% fairly dissatisfied, 16% very dissatisfied). In comparison, 19% of users of non-Council supported services are fairly dissatisfied and 15% are very dissatisfied. Dissatisfaction with Council supported services on this aspect is fairly high across all types of panel members and in both urban and more rural areas.

Bus users were also asked their opinion of the timing of buses, specifically *'the time of the first bus in the morning'* and *'the time of the last bus in the evening'*. Almost half of users of Council supported services felt they either could not answer this question or they were 'neither satisfied nor dissatisfied'. A similar pattern can be seen for non-Council supported services, with just over a third falling into one of these two categories.

Of those who were able to comment, the majority are satisfied with *'the time of the first bus in the morning'*, although users of non-Council supported services are significantly more satisfied (27% very satisfied, 41% fairly satisfied) than users of Council supported services (16% very satisfied, 43% fairly satisfied).

Users are less happy with *'the time of the last bus of the evening'* and, again, users of Council supported services are significantly less satisfied. Only four out of ten (41%) are satisfied with Council supported services, whilst over a quarter express some dissatisfaction (14% fairly dissatisfied, 13% very dissatisfied). Those living in rural areas are most dissatisfied (26% fairly dissatisfied, 10% very dissatisfied). In comparison, more than half of users (55%) of non-Council supported services are satisfied, although one fifth show some dissatisfaction (11% fairly dissatisfied, 10% very dissatisfied).

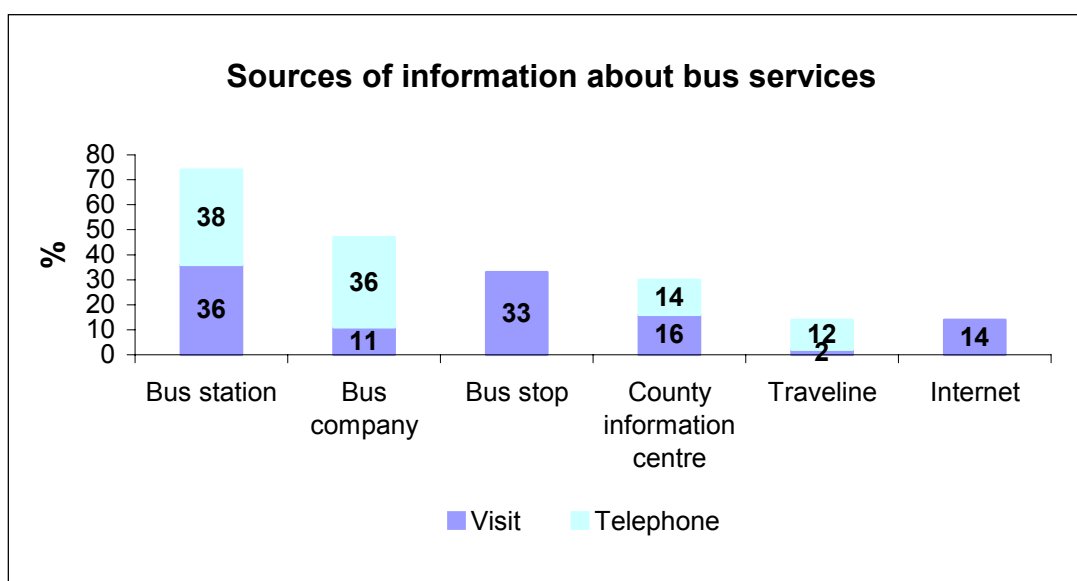
## 2.2.5 Bus Timetables

### Sources of Information

Panel members were asked to indicate where they would go to get information about bus services if they needed it. The chart below highlights the main (prompted) sources of information.

**Chart 10: Sources of information about bus services**

Weighted Base = 1111; Unweighted Base = 1152



The main source of information on bus timetables is the Bus Station, with both the telephone and visits being cited by almost one in four panel members (38% and 36% respectively). Panel members aged 25-44 year olds and those with children in the household (NB There is likely to be some overlap between these groups) show a preference for using the telephone (44% and 42% respectively) over visiting the Bus Station (30% and 29% respectively), whilst those in rented accommodation are more likely to visit (48%) rather than telephone (33%). Those in urban locations and market towns are, not surprisingly, more likely to visit the Bus Station than those living in rural areas (44% and 40%, compared with 31%).

Telephoning the Bus Company and visiting the Bus Stop are also important sources of timetable information, with at least a third of panel members saying they would seek information in this way (36% and 33% respectively).

Those who are most likely to telephone the Bus Company are those who have lived in Lancashire less than ten years (60%), the AB socio-economic group (44%), under 25 year olds (43%) and employed people (40%).

Those who say they would be most likely to visit the Bus Stop are under 25 year olds (50%), those with children in the household (41%), and men (38%).

Other sources of information are less top of mind, but would still be considered by a significant minority.

Just over one in six (16%) say they would visit the County Information centre, rising to one in five (20%) of those living in urban areas. One in seven (14%) also say they would telephone this centre.

The internet is seen as a potential source of information for one in seven panel members (14%) and is most likely to be used by those who have lived in Lancashire less than ten years (33%), under 44 year olds (23%), the ABC1 socio-economic group (21%) and those with children in the household (20%).

Just over one in eight (12%) say they would telephone Traveline; this source is more popular with similar groups of people as seen for the internet, specifically those who have lived in Lancashire

less than ten years (25%), under 25 year olds (22%), the ABC1 socio-economic group (17%) and those with children in the household (17%).

### **Use of Bus Timetables**

In the last twelve months, almost half of the panel members (45%) have used any bus timetable information. Usage is significantly higher amongst those using bus services at least once a month (81%), under 25 year olds (67%) and those in rented accommodation (58%). Levels of use are also higher amongst those living in market towns compared with rural areas (50% v 41%), with over half of residents in each of the following districts having used them in the past year: Preston (57%), Pendle (55%) and Lancaster (52%).

Of those who have used any bus timetable information in the past year, just over a third (31%) get a new bus timetable at least a few times a year. More than four in ten (42%) get a timetable less often and nearly a quarter (22%) never get a bus timetable.

As might be expected, those using buses most frequently are also likely to get a new bus timetable more often. Over six in ten (61%) of those using Council supported bus services on at least a weekly basis and half (50%) of those using non-Council supported bus services on similar frequency get a new timetable several times a year.

A quarter (24%) of those who use bus timetables sometimes double-check the information after using a timetable (e.g. by ringing the bus operator).

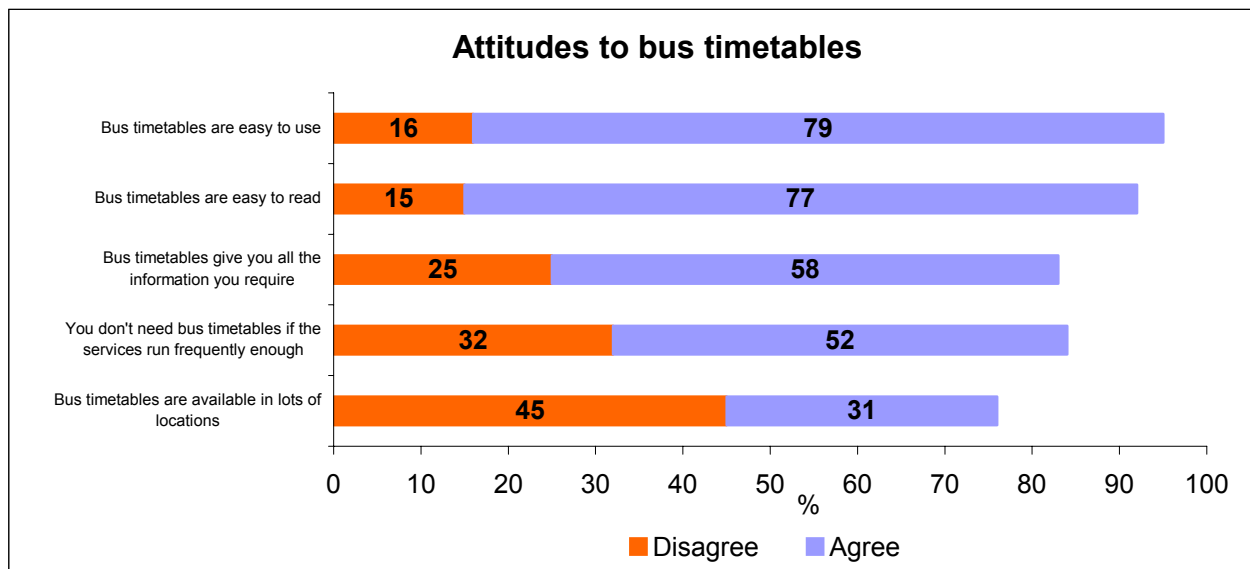
### **Attitudes to Bus Timetables**

The vast majority of panel members who have used timetables in the last twelve months say it was easy (37% very easy, 47% quite easy) to find the information they needed. There is some evidence to suggest that more frequent bus users find the timetables easier to use than those using bus services less than twice a year but the differences are not statistically significant, due to relatively small sample sizes.

Panel members who have used bus timetables in the last year were asked to state how much they agreed or disagreed with a series of statements. The results are summarised in the chart below.

### Chart 11: Attitudes to bus timetables

Weighted Base = 498; Unweighted Base = 501



The results in the chart above add further support to the view that, on the whole, bus timetables are thought to be generally easy to use and to read. Almost eight out of ten users find them *easy to use* (21% strongly agree, 58% tend to agree) and over three quarters of users think they are *easy to read* (22% strongly agree, 55% tend to agree).

Those living in urban locations find the timetables much easier to read than those living in rural areas (84% strongly/tend to agree, compared with 74%).

Opinions are more divided regarding the extent to which they *'give people all the information they require'*; whilst almost six out of ten users are happy with the amount of information provided (17% strongly agree, 41% tend to agree), a quarter of users disagree with this statement (20% tend to disagree, 5% strongly disagree).

Perceptions about timetable availability are also somewhat mixed. Whilst a third of users agree (7% strongly agree, 24% tend to agree) that *'bus timetables are available in lots of locations'*, more than four in ten users disagree (36% tend to disagree, 9% strongly disagree).

Whilst more than half of timetable users agree (19% strongly agree, 33% tend to agree) with the view that *'you don't need bus timetables if the services run frequently enough'*, almost a third of users still see a role for timetables (23% tend to disagree, 9% strongly disagree). Panel members living in market towns are *least* likely to think that timetables are not needed; only 41% agree with the statement 'you don't need bus timetables if the services run frequently enough', compared with 54% of those living in rural areas and 65% of those in urban areas.

## **2.2.6 Complaints about Bus Services**

The majority (83%) of panel members have never complained about local bus services.

Of those who have ever complained (12% of panel members), more than two thirds (67%) say that they complained to the local bus operator. The remainder complained to the following bodies: County Council (12%), a local councillor (8%), district or borough council (3%), other (9%).

In more than two thirds of cases (69%), complaints were not resolved to the panel member's satisfaction.

Panel members who said that their complaint was not resolved to their satisfaction (97 people) were asked to give details, but over half declined to comment further. Twenty one panel members say that the bus never turned up, whilst fourteen say that they had no response to their complaint.



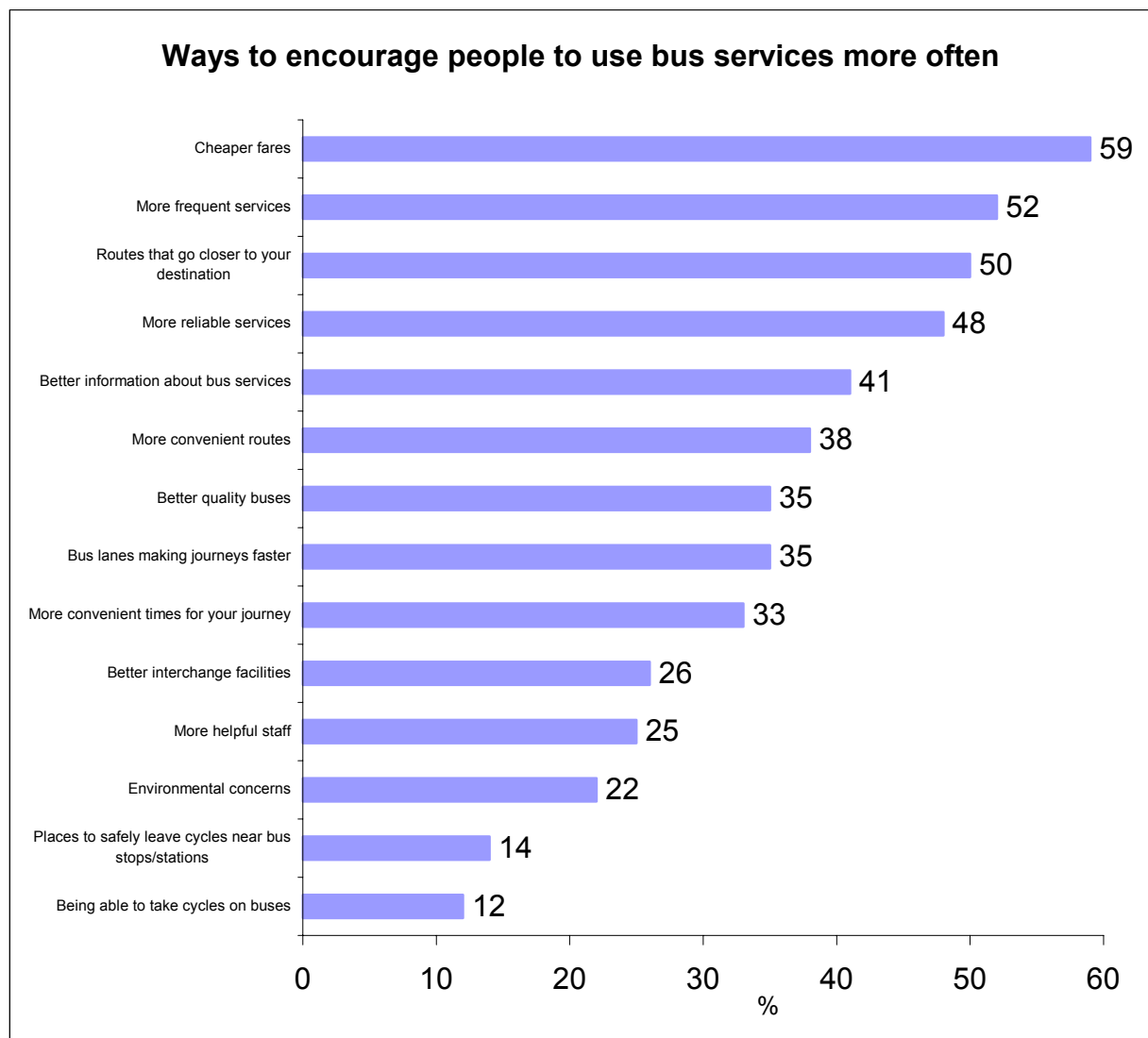
## 2.2.7 Areas for Improvement of Bus Services

### Encouraging Greater Use of Bus Services

Panel members were asked, from a prompted list, to indicate what would encourage them to use bus services more often. The chart below summarises the areas of improvement that received greatest levels of support (NB Those supported by less than 10% of panel members are excluded from the chart, but full results are available in the data tables.)

#### Chart 12: Ways to encourage people to use bus services more often

Weighted Base = 1111; Unweighted Base = 1152



The most requested area for improvement is the price of fares, with almost six out of ten panel members (59%) saying that *cheaper fares* would encourage them to use the bus services more often. The call for cheaper fares is made equally by both those who currently use buses (Council and non-Council supported services) and those who do not.

Other ways of encouraging greater use, supported by at least half of all panel members were *'more frequent services'* (52%) and *'routes that go closer to your destination'* (50%). Whilst both of these were supported by both users and non-users of buses, a much higher proportion of non-users say that 'routes that go closer to (their) destination' would encourage more use (60% of those who don't use non-Council supported services and 54% of those who don't use Council supported services).

*'More reliable services'* is another key issue if greater use is to be encouraged; almost half (48%) of all panel members feel this is an important aspect, and this rises to just over half of non-users of bus services.

Other areas of potential improvement, supported by over one third of all panel members, include: *'better information about bus services'* (41%), *'more convenient routes'* (38%), *'better quality buses'* (35%), *'bus lanes making journeys faster'* (35%) and *'more convenient times for your journey'* (33%). Calls for better quality buses, more convenient routes and more convenient times are mentioned to a greater extent by those currently not using buses, whilst bus lanes are mentioned slightly more by current users (although also of interest to non-users).

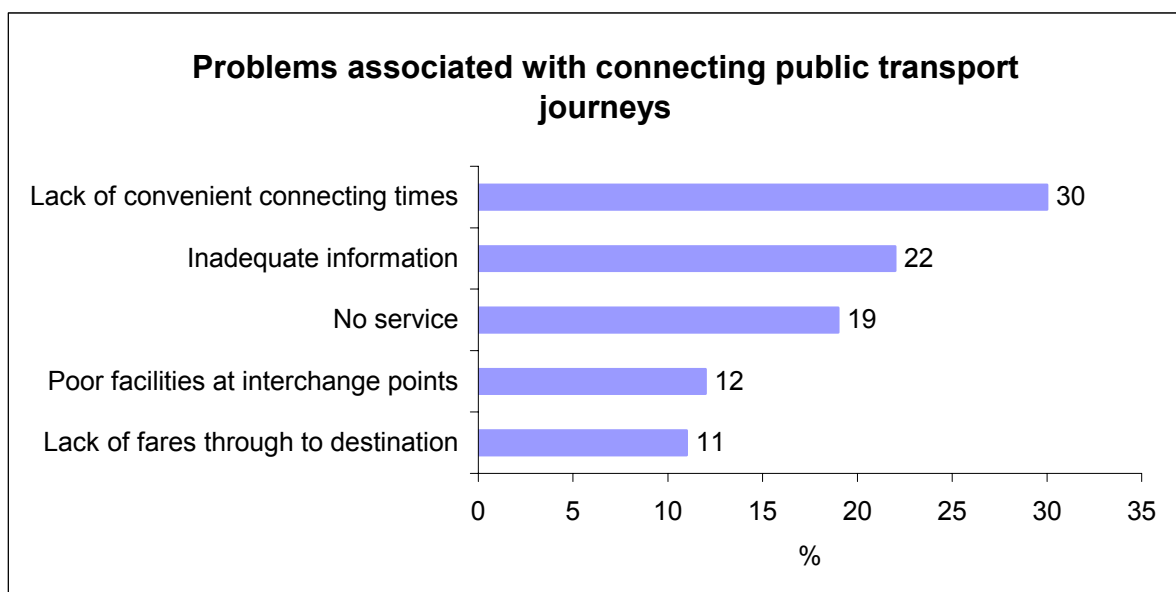
## **Connecting Public Transport Journeys**

Panel members were asked the main reasons for finding any connecting public transport journeys impossible to undertake. Just over a quarter (27%) say that 'there are no connecting transport journeys I find impossible' and a further quarter did not give an answer to this question.

The chart below summarises the main (prompted) reasons why panel members find some connecting public transport journeys impossible to undertake.

### Chart 13: Reasons for finding connecting public transport journeys impossible to undertake

Weighted Base = 1111; Unweighted Base = 1152



**Note: Multiple responses allowed**

The main problem is thought to be ‘the lack of convenient connecting time’, with almost one third (30%) of all panel members citing this reason. ‘Inadequate information’ is also an important secondary reason, mentioned by more than one in five (22%) of panel members. Both users and non-users of bus services give these reasons to the same extent. Nearly one in five panel members (19%) state the lack of service as the main reason, and this is mainly non-users of bus services.

#### Other factors of importance

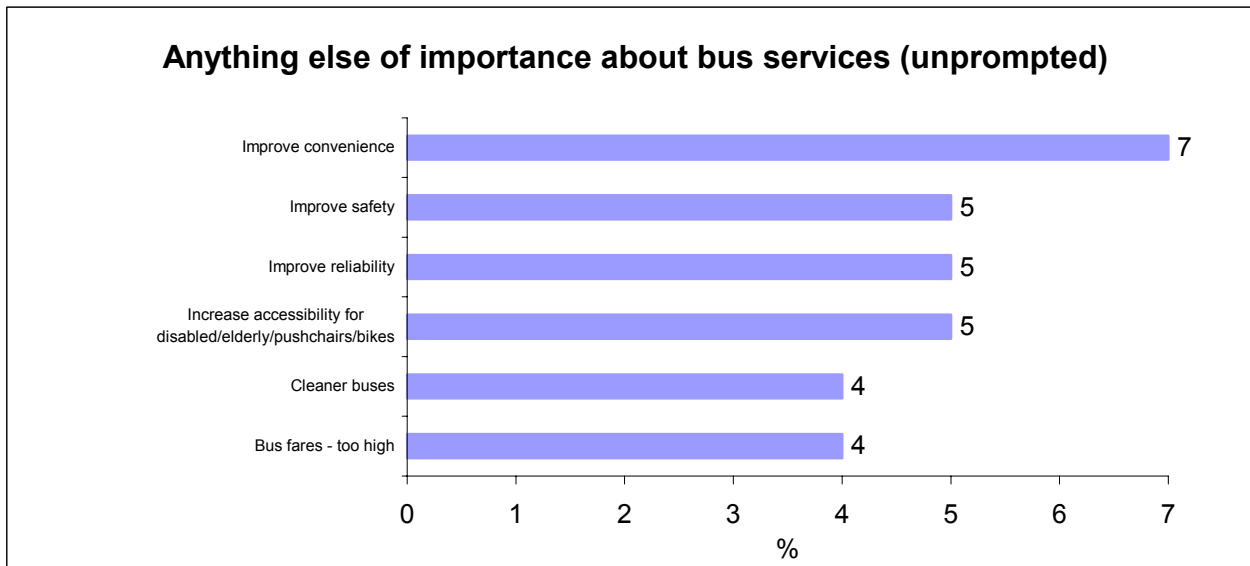
At the end of the survey, panel members were invited to comment on anything else that is important to them about bus services, and to give any suggestions they might have for improving bus services. Just over half of all panel members did not specify anything further at this point.

Chart 14, based on all panel members, highlights those issues of importance that were raised by panel members. Chart 15, based solely on those who gave a response, summarises those suggestions made by at least 5% of those who responded. Apart from some call for increased accessibility for

the elderly/disabled/pushchairs, the issues raised are similar to findings covered elsewhere in this report and are not, therefore, discussed in detail again here.

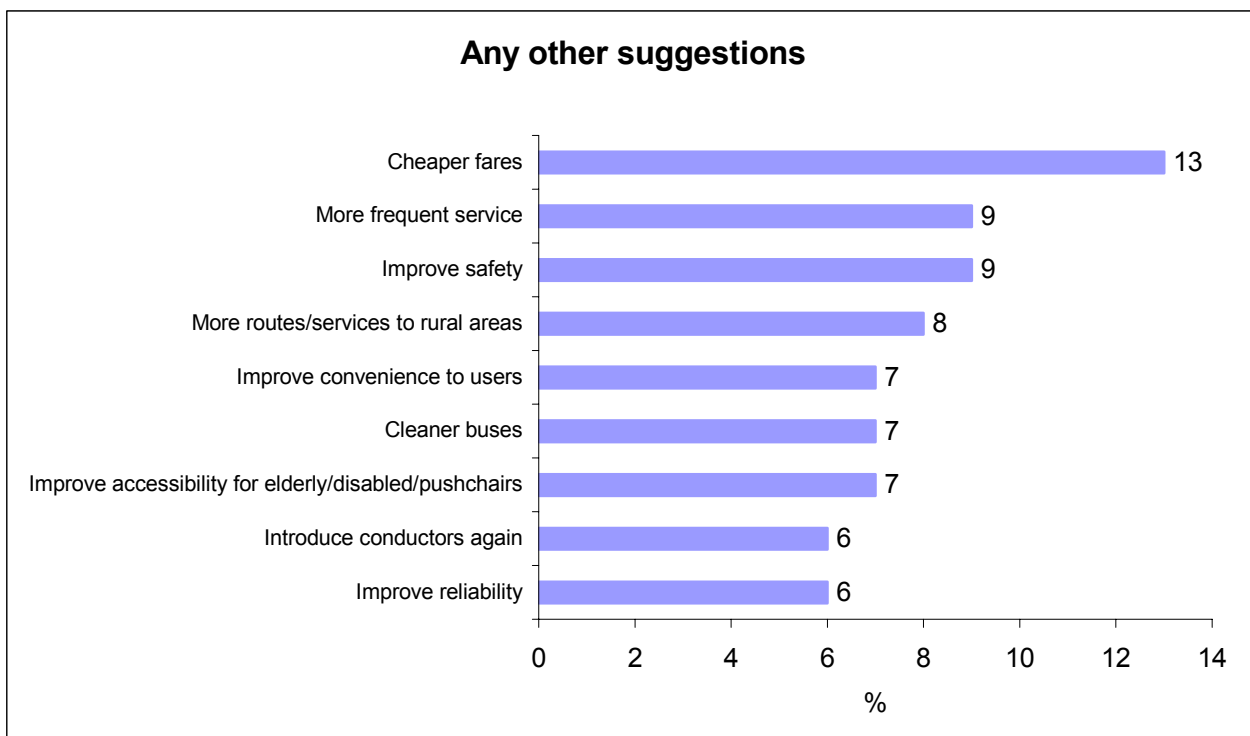
### Chart 14: Any other factors of importance

Weighted Base = 1111; Unweighted Base = 1152



### Chart 15: Any other suggestions

Base – All who gave suggestion: weighted = 452; Unweighted = 476



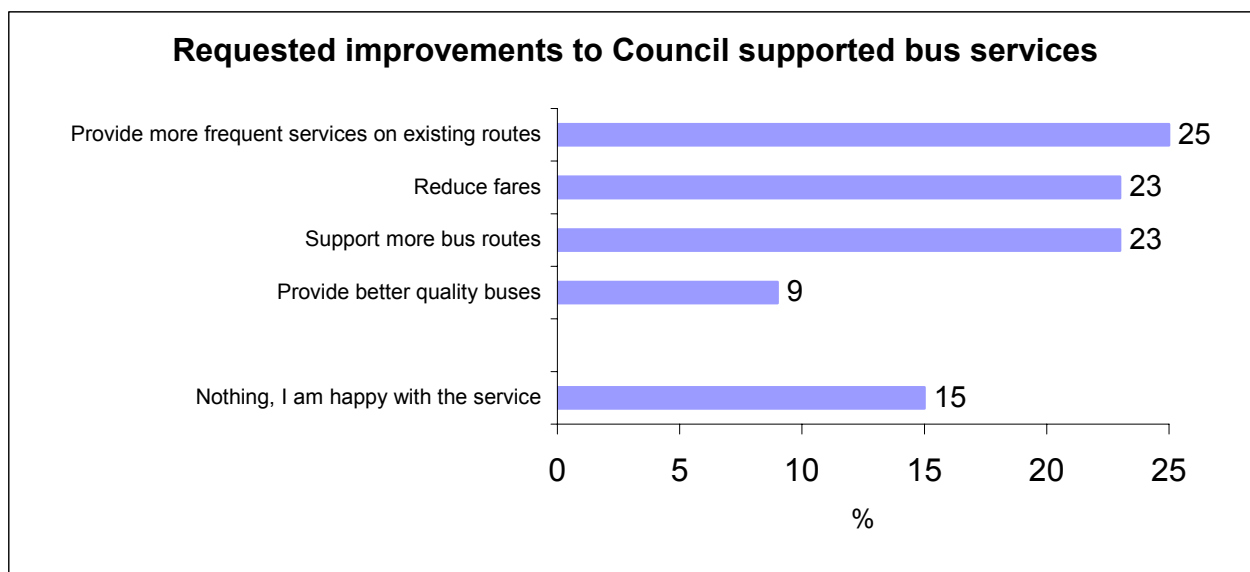
## Improvements to County Council Supported Services

A number of potential improvements were suggested to users of County Council supported services, in order to gauge which measures they personally feel would improve these bus services for them.

Almost one in seven users (15%) say that they are happy with the service and that the County Council does not need to do anything. Of those who feel there is room for improvement, opinions are fairly evenly divided across three of the four suggested improvements: Provide more frequent services on existing routes (25%), Support more bus routes (23%) and Reduce fares (23%). The provision of better buses received relatively little support, with less than one in ten (9%) viewing this as the single best way to improve services. These findings are shown in the chart below.

### Chart 16: Improvements to Council supported bus services

Weighted Base = 309; Unweighted Base = 304



Given the limited resources available, users of the bus services were asked which, of a range of possible measures they thought should be done in order to achieve the improvement they had highlighted as desirable. It should be noted that a large proportion of users were unable/unwilling to comment (44% 'don't know', 12% no response).

There appears to be some support for the use of buses of lesser quality (18% of users), primarily from those requesting support of more bus routes and provision of more frequent services on existing routes.

One in ten users (10%) say that the Council should reduce the number of bus routes it supports across the County; this is cited more often by those who think the quality of buses should be improved (26% of this group).

A further 10% say they would be prepared to have increased fares to pay for the improvements.

### 3. SUMMARY

#### Public Transport Policies

##### Prioritisation of transport policies

1. In order to achieve the County Council's vision for transport, panel members think that ***improving public and community transport*** is the most important priority. Almost one in five (19%) rank this as the highest priority, whilst four in ten (40%) place it in their top three priorities.
2. Other transport policies, which at least one third of panel members include in their top three priorities, are to ***reduce motor traffic levels in urban areas*** (Most important 16%; Top Three 31%) and to ***reduce crime and increase confidence when travelling*** (Most important 13%; Top Three 35%).
3. Beyond these top three priorities, other policies which are of concern to a significant proportion of panel members, being ranked as most important by approximately one in ten panel members and in the top three by almost three in ten panel members are as follows: ***reduce number of transport related accidents*** (Most important 13%; Top Three 29%), ***manage the existing transport infrastructure effectively*** (Most important 11%; Top Three 28%) and ***reduce air and noise pollution*** (Most important 9%; Top Three 29%).

##### Transport Safety

4. ***Better public transport*** is seen as the highest priority in order to improve safety, and is ranked as most important by one third (32%) and in the top three priorities by over half (51%) of panel members.
5. Also of relatively high priority to panel members is ***better highway maintenance***, with one in five (21%) ranking it as most important and, again, over half (51%) ranking it in their top three priorities.

6. Of the remaining initiatives put forward, those which are ranked in the top three priorities by at least a third of panel members are ***more enforcement of speed limits*** (Most important 16%; Top Three 38%), ***lower speed limits in residential areas*** (Most important 13%; Top Three 39%) and ***Improved road lighting*** (Most important 7%; Top Three 33%).

## Achieving an effective transport system

7. In order to achieve an effective transport system for Lancashire, panel members think that ***more frequent and reliable bus services*** are the highest priority. This is ranked considerably higher than all other initiatives, with almost three in ten (29%) ranking it as most important and three out of five (61%) including it in their top three priorities.
8. ***Better train services*** are also felt to be key, with one in eight (13%) ranking it as most important and over half of panel members (51%) ranking it within their top three priorities.
9. ***Reducing the amount of traffic on the road*** is of next most concern, being ranked of greatest importance by almost one in six panel members (17%) and in the top three priorities by almost a third (31%).
10. Other initiatives considered important – appearing in the top three of a quarter or more panel members – are ***improving highway maintenance*** (Most important 13%; Top Three 29%), ***reducing delays*** (Most important 10%; Top Three 27%) and ***better car parking*** (Most important 7%; Top Three 24%).

## Bus Services in Lancashire

### Use of bus services

11. Just over a quarter (28%) of panel members have ever travelled on one or more of the bus services supported by the County Council. Usage of non-Council supported services is significantly higher, with almost four in ten panel members (38%) having ever travelled on these services. The proportion of those using bus services, whether Council supported or



non-Council supported services, is higher amongst people in rented accommodation, single parents and the DE socio-economic group.

12. Frequency of use of non-supported bus services is also considerably higher than for those supported by the County Council. Almost six in ten (58%) of those travelling on non-Council supported services do so on at least a weekly basis, compared with less than half (45%) of users of Council supported services.
13. The primary reason for using bus services is shopping, with over six in ten (63%) of those using non-Council supported services doing so for this purpose, compared with one in four (39%) of those using Council-supported services.
14. Other main reasons, cited by more than a third of users (of both Council supported and non-Council supported services) are for Leisure and Family/friends/social reasons.
15. Approximately one in five use bus services for getting to/from work; slightly more users of non-Council supported services (21%) cite this reason, compared with 16% of users of Council supported services.
16. Just over a third of all panel members (36%) say that they currently use bus routes; One in five panel members (20)% say that they 'use bus routes and they are generally convenient for (them)', whilst a further one in six (16%) say that they 'use bus routes but they could be more convenient'.
17. Almost four in ten panel members (38%) say that they could theoretically use a bus for their journey but choose not to do so. Figures are highest amongst those in the ABC1 socio-economic group (42%), owner occupiers (40%) and those living in urban areas (41%).
18. More than a quarter (28%) say that 'there are generally no bus routes for the journey I want to make'. This rises to almost four in ten (38%) amongst those living in rural areas.
19. Users of non-Council supported services were also asked whether they usually have an alternative means of transport for the journeys they make by bus but which they choose not

to use. Over half (52%) say that they usually use the car, whilst nearly a third (31%) have no other means of transport.

## Availability & Purchase of Different Ticket Types

20. Awareness of the availability of all ticket types is significantly higher amongst users of non-Council supported services, compared with Council supported services, which is likely to be as a result of more frequent travel on the former.
21. Return tickets are the most popular amongst users of both Council supported and non-Council supported bus services. Just over half (56%) of users of Council supported services say that this type of ticket is available and four in ten (40%) usually purchase them at least once a month. Awareness of availability and purchase of return tickets on non-Council supported services are significantly higher, with two thirds (66%) stating that these tickets are available and over half (51%) usually purchasing them.
22. Just under one in ten of users buy off-peak or other special price tickets: 8% on Council supported services and 9% of non-Council supported services. Users of non-Council supported services are significantly more aware of this ticket type (17%, compared with 10%).
23. Awareness of availability of season tickets is identical to off-peak/other special price tickets, with one in six (17%) of users of non-Council supported services being aware of them, compared with 10% for Council supported services. Purchase of season tickets is considerably lower, with 3% of users of non-Council supported services buying them, compared with 1% of users of Council supported services.
24. One in ten users (11%) of non-Council supported services say that family tickets are available but only 1% usually purchase them. Awareness and purchasing of this type of ticket is extremely low amongst users of Council supported services (6% and less than 1% respectively).

## Price of Fares

25. Four out of ten are happy with the price of their fare, one in ten (11%) considering it to be 'very reasonable' and just under a third (Council supported 30%, non-Council supported 32%) thinking they are 'about right'.
26. Just over half of users think the fares are too high, with about one fifth thinking they are 'much too high' (Council supported 18%, non-Council supported 20%).
27. There are no significant different differences between the views of users of Council supported services and non-Council supported services.

## Opinions of Service Provided

28. Of those who use Council supported services in the morning, almost three quarters (92%) state that the services normally run on time at this time of day (13% always, 59% usually). Less than one in ten (8%) think that the services are rarely/never on time in the morning. Perceptions amongst users of non-Council supported services are very similar.
29. Fewer panel members travel on buses in the evening. Of those who use Council supported services, the majority still think that they normally run on time, although the spread of results suggests they may be felt to be slightly less reliable. Just under six out of ten say that they normally run on time (3% always, 56% usually) but a third (33%) say that they only run on time 'sometimes'.
30. Ratings from users of non-Council supported services suggest that these buses are felt to be equally reliable in the morning and evening.
31. Users of bus services were asked to comment on the extent to which they are satisfied with a range of aspects of the service provided. Of those who gave a rating, approximately eight out of ten are satisfied with '*the way the vehicle is driven*', '*the distance from home to the bus stop*' and '*the attitude of the bus driver*'.

32. Whilst the majority of users are satisfied with ***‘the quality of the vehicle’***, more than two thirds of these are only ‘fairly satisfied’ (Council supported: 22% very satisfied, 47% fairly satisfied; Non-Council supported: 23% very satisfied, 47% fairly satisfied).
33. Two thirds of users non-Council supported services are satisfied with ***‘the frequency of buses’*** (22% very satisfied, 44% fairly satisfied) but a fifth show some level of dissatisfaction (14% fairly dissatisfied, 6% very dissatisfied). Users of Council supported services are significantly less happy (8% very satisfied, 49% fairly satisfied) and over a quarter express some dissatisfaction (14% fairly dissatisfied, 11% very dissatisfied). Dissatisfaction with Council supported services appears to be highest amongst those living in rural areas.
34. Panel members are most critical of ***‘the condition of the bus stop/shelter’***, with over a third of users expressing some level of dissatisfaction. Users of Council supported services are significantly more dissatisfied (25% fairly dissatisfied, 16% very dissatisfied) compared with users of non-Council supported services (19% fairly dissatisfied, 15% very dissatisfied).
35. Of those who are able to comment, the majority are satisfied with ***‘the time of the first bus in the morning’***, although users of non-Council supported services are significantly more satisfied (27% very satisfied, 41% fairly satisfied) than users of Council supported services (16% very satisfied, 43% fairly satisfied).
36. Users are less happy with ***‘the time of the last bus of the evening’*** and, again, users of Council supported services are significantly less satisfied. Only four out of ten (41%) are satisfied whilst over a quarter express some dissatisfaction (14% fairly dissatisfied, 13% very dissatisfied). Dissatisfaction is greatest amongst those living in rural areas. More than half of users (55%) of non-Council supported services are satisfied, although one fifth show some dissatisfaction (11% fairly dissatisfied, 10% very dissatisfied).

## Bus Timetables

37. Panel members are most likely to contact the Bus Station for information on bus services, either by telephone (38%) or in person (36%).
38. Telephoning the Bus Company and visiting the Bus Stop are also important sources of timetable information, with at least a third of panel members saying they would seek information in this way (38% and 33% respectively).
39. Just over one in six (16%) say they would visit the County Information centre, rising to one in five (20%) of those living in urban areas. One in seven (14%) also say they would telephone this centre.
40. The internet is seen as a potential source of information for one in seven panel members (14%) and just over one in eight (12%) say they would telephone Traveline. These sources of information are of more interest to those who have lived in Lancashire less than ten years, younger panel members, the ABC1 socio-economic group and those with children in the household, with a fifth or more of these sub-groups indicating that they would seek information in these ways.
41. Almost half of panel members (45%) have used any bus timetable information in the last twelve months and, of these, just under a third (31%) get a new timetable at least a few times a year. Usage is significantly higher amongst those who travel frequently on buses; over six in ten (61%) of those using Council supported bus services on at least a weekly basis and half (50%) of those using non-Council supported bus services on a similar frequency get a new timetable several times a year.
42. A quarter (24%) of those who use bus timetables sometimes double-check the information after using a timetable (e.g. by ringing the bus operator).
43. Almost eight out of ten users find them *easy to use* (21% strongly agree, 58% tend to agree) and over three quarters of users think they are *easy to read* (22% strongly agree, 55% tend to agree).

44. Whilst almost six out of ten users agree that timetables **'give people all the information they require'** (17% strongly agree, 41% tend to agree), a quarter of users disagree with this statement (20% tend to disagree, 5% strongly disagree).
45. Opinions about timetable availability are also divided. A third of users agree (7% strongly agree, 24% tend to agree) that **'bus timetables are available in lots of locations'**, but more than four in ten users disagree (36% tend to disagree, 9% strongly disagree).
46. Whilst more than half of timetable users agree (19% strongly agree, 33% tend to agree) with the view that **'you don't need bus timetables if the services run frequently enough'**, almost a third of users still see a role for timetables (23% tend to disagree, 9% strongly disagree).

### Complaints about Bus Services

47. Just over one in ten (12%) of panel members have ever complained about local bus services. Of these, more than two thirds (68%) say that they complained to the local bus operator.
48. More than two thirds (69%) of those who have complained say that their complaint was not resolved to their satisfaction. Over half of these gave no further details. Where details are provided, most (21 people) say that the bus never turned up, whilst some (14 people) say that they had no response to their complaint.

### Areas for Improvement of Bus Services

49. Cheaper fares is seen as the best way to encourage people to use bus services more often, with six in ten (59%) selecting this from a list of possible options.
50. Other ways of encouraging greater use, supported by about half of all panel members are **'more frequent services'** (52%) and **'routes that go closer to your destination'** (50%), and **'more reliable services'** (48%).

51. Of less interest overall, but still supported by more than one third of panel members as a means of encouraging greater use, are *'better information about bus services'* (41%), *'more convenient routes'* (38%), *'better quality buses'* (35%), *'bus lanes making journeys faster'* (35%) and *'more convenient times for your journey'* (33%).
52. Requests for more convenient routes and times, and better quality of buses, are higher amongst those who currently do not use buses, suggesting that some could be encouraged to consider them as a form of transport if improvements were made in these areas.
53. The main problem associated with connecting public transport journeys is 'the lack of convenient connecting time', with almost one third (30%) of all panel members citing this reason. 'Inadequate information' is also an important secondary reason, mentioned by more than one in five (22%) of panel members. Nearly one in five panel members (19%) state the lack of service as the main reason, and this is mainly non-users of bus services.
54. Just over a quarter (27%) say that 'there are no connecting transport journeys I find impossible', whilst a similar proportion did not respond to this question.
55. Users of Council supported services were asked which of a number of possible improvements they feel would most enhance the service for them. Almost one in seven users (15%) say that they are happy with the service and that the County Council does not need to do anything.
56. Of those who feel there is room for improvement, opinions are evenly divided across three of the four suggested improvements: Provide more frequent services on existing routes (25%), Support more bus routes (23%) and Reduce fares (23%). Less than one in ten (9%) requested better quality buses.
57. More than half (56%) are unable or unwilling to say where resources should come from in order to achieve the improvement they desire.
58. Where panel members are able to comment, almost one in five (18%) say the Council should use buses of lesser quality; this view is expressed mainly from those wanting more

bus routes or the provision of more frequent services on existing routes. One in ten users (10%) – particularly those who think bus quality should be improved – say that the Council should reduce the number of bus routes it supports across the County. A further 10% say they would be prepared to have increased fares to pay for the improvements.





**LANCASHIRE COUNTY COUNCIL  
PUBLIC TRANSPORT**

**FINAL RESULTS (OCTOBER 2001)**

BASED ON 1152 QUESTIONNAIRES COMPLETED BETWEEN 27<sup>TH</sup> SEPTEMBER AND 26<sup>TH</sup> OCTOBER 2001

WEIGHTED BY DISTRICT, GENDER, AGE AND TENURE  
(Weighted base=1111, unweighted base=1152)

Q1 In order for us to achieve the transport vision we would like to know what transport policies you think we should prioritise. Please rank the 8 most important policies from the following list scoring the most important 1 and the least important 8.

		Mean
1	i) Improve public and community transport	4.7
2	e) Reduce crime and increase confidence when travelling	5.5
3	f) Manage the existing transport infrastructure effectively	5.6
4	a) Reduce motor traffic levels in urban areas	5.7
5	b) Reduce noise and air pollution	5.9
6	d) Reduce the number of transport related accidents	6.0
7	l) Work in the partnership with transport providers and users	6.2
8	c) Reduce greenhouse gas emissions	6.5
9	k) Improve environmentally sustainable transport into and out of Lancashire	6.5
10	j) Encourage journeys by cycle and on foot	7.1
11	n) Raise awareness of transport problems	7.1
12	m) Promote an environmentally sustainable pattern of development	7.2
13	h) Support sustainable economic and social activity	7.6
14	g) Reduce the need to travel	7.9

Q2 In order to improve safety on all forms of transport, the County Council could pursue several different priorities. Please indicate which priorities you think are the most important for the County Council to pursue by ranking the following list, scoring the most important 1 and the least important 8.

		Mean
1	a) Better public transport	4.1
2	c) Better highway maintenance	4.1
3	f) Lower speed limits in residential areas	4.8
4	e) More enforcement of speed limits	5.0
5	d) Improved road lighting	5.2
6	i) More pedestrian crossings	6.2
7	j) More use of traffic calming measures eg. speed humps	6.3



8	h) More cycle lanes / cycle paths	6.3
9	g) More enforcement of parking regulations	6.3
10	b) Safety awareness campaigns in newspapers/TV	6.7

Page 48 of 77  
01088 MUQ

Q3a In order to create an effective transport system for Lancashire, the County Council could pursue several different priorities. Please indicate which priorities you think are the most important for the County Council to pursue by ranking the following list, scoring the most important 1 and the least important 8.

		Mean
1	d) More frequent and reliable bus services	3.5
2	e) Better train services	4.2
3	i) Improve highway maintenance	5.1
4	c) Reduce delays	5.3
5	a) Reduce the amount of traffic on the road	5.6
6	h) Better car parking	5.6
7	g) Better facilities for pedestrians e.g. improve footways/more crossings	5.7
8	j) More information on traffic conditions and public transport services	6.1
9	f) More cycle lanes / cycle ways	6.5
10	b) Reduce the amount we need to travel	7.1

Q4 Have you ever travelled on any of the bus services that are listed on the sheet that was enclosed with this questionnaire

	%
Yes	28
No	70

**Q5 TO Q14 ONLY ANSWERED IF YES AT Q4.**

Q5a Which two or three of the services listed on the separate sheet do you use most often?

a) Service 1

Q5b b) Service 2

**See Appendix A**

Q5c c) Service 3

(Weighted base = 293, unweighted base = 288)

Q6a About how often do you travel on these services? 1

	%
Every day	3
Two or three times a week	18
About once a week	21
About once a month	24
About once every six months	21
About once a year	9

**(Weighted base = 177, unweighted base = 178)**

Q6b About how often do you travel on these services? 2

	%
Every day	3
Two or three times a week	12
About once a week	14
About once a month	29
About once every six months	22
About once a year	10

**(Weighted base = 83, unweighted base = 85)**

Q6c About how often do you travel on these services? 3

	%
Every day	3
Two or three times a week	15
About once a week	11
About once a month	30
About once every six months	17
About once a year	10

**(Weighted base = 293, unweighted base = 288)**

Q7a About how often do you travel on these services?

	%
Work	15
School / college	4
Shopping	43
Leisure	24
Family / friends / social	29
Other	5

**(Weighted base = 177, unweighted base = 178)**

Q7b About how often do you travel on these services?

	%
Work	7
School / college	3

Shopping	27
Leisure	33
Family / friends / social	33
Other	2

**(Weighted base = 83, unweighted base = 85)**

Q7c About how often do you travel on these services?

	%
Work	11
School / college	3
Shopping	21
Leisure	35
Family / friends / social	41
Other	1

**(Weighted base = 304, unweighted base = 309)**

Q8 Thinking only about the services on the enclosed list that you have said you use, are these services usually on time IN THE MORNING?

	%
Yes, always	9
Yes, usually	42
Sometimes	15
No, rarely	4
No, never	2
Do not use in the morning	23

Q9 Thinking only about the services on the enclosed list that you have said you use, are these services usually on time IN THE EVENING?

	%
Yes, always	2
Yes, usually	35
Sometimes	20
No, rarely	4
No, never	1
Do not use in the morning	30

Q10a Now thinking about the bus services you use that are listed on the sheet, overall, how satisfied or dissatisfied are you with the following aspects of these services?

a) The time of the first bus in the morning

	%
Very satisfied	12
Fairly satisfied	32
Neither	22
Fairly dissatisfied	4
Very dissatisfied	4

Q10b      b) The time of the last bus in the evening

	%
Very satisfied	8
Fairly satisfied	22
Neither	23
Fairly dissatisfied	10
Very dissatisfied	9

Q10c      c) The distance from your home to the bus stop

	%
Very satisfied	39
Fairly satisfied	32
Neither	10
Fairly dissatisfied	3
Very dissatisfied	4

Q10d d) The attitude of the driver

	%
Very satisfied	30
Fairly satisfied	39
Neither	10
Fairly dissatisfied	6
Very dissatisfied	3

Q10e e) The way the vehicle is driven

	%
Very satisfied	28
Fairly satisfied	42
Neither	9
Fairly dissatisfied	7
Very dissatisfied	2

Q10f f) The quality of the vehicle

	%
Very satisfied	20
Fairly satisfied	41
Neither	14
Fairly dissatisfied	10
Very dissatisfied	3

Q10g g) The condition of the bus stop / shelter

	%
Very satisfied	9
Fairly satisfied	26
Neither	16
Fairly dissatisfied	22
Very dissatisfied	14

Q10h h) The frequency of the buses

	%
Very satisfied	7
Fairly satisfied	42
Neither	15
Fairly dissatisfied	12
Very dissatisfied	10

Q11 Overall, for the services listed on the sheet, would you say the price of the fare you pay is...?

	%
Much too high	18
A little too high	34
About right	30
Very reasonable	11

Q12a a) Return tickets

	%
Available	56
Usually purchase	40

Q12b b) Season tickets

	%
Available	10
Usually purchase	1

Q12c c) Family tickets

	%
Available	6
Usually purchase	*

Q12d d) Off-peak or other special price tickets

	%
Available	10
Usually purchase	8

Q13 The County Council supports the bus services that are listed on the enclosed sheet and you have said that you use some of these services. In order for the County Council to improve these services for you, which ONE of the following do you think should the County Council do?

	%
Provide better quality buses	9
Support more bus routes	23
Provide more frequent services on existing routes	25
Reduce fares	23
Nothing, I am happy with the service	15

Q14 The County Council cannot achieve all the objectives in Q13 with the limited resources available. Which one of the following do you think should be done to achieve the improvement you said you wanted in Q13?

	%
Use buses of lesser quality on supported routes	18
Reduce the number of bus routes supported by the County Council across the County	10
Reduce the frequency of services on existing supported routes	7
Increase fares to pay for the improvements	10
I don't know	44

ASKED ALL

Q15 Do you ever use bus services other than those listed on the enclosed sheet?

	%
Yes	38
No	58

**Q16 TO Q24 ONLY ANSWERED IF YES AT Q15.  
(Weighted base = 422, unweighted base = 412)**

Q16 Which bus service do you use most often? Please specify one only.

**See Appendix B**

Q17 Approximately, how often do you travel on this bus?

	%
Every day	13
Two or three times a week	28
Once a week	17
Once a month	22
Once every six months	16
Once a year	3

Q18 What are the main reasons for you using this service?

	%
Work	21
School / college	6
Shopping	63
Leisure	41
Family / friends / social	40
Other	4

Q19 Overall, is this service usually on time IN THE MORNING?

	%
Yes, always	9
Yes, usually	59
Sometimes	21
No, rarely	3
No, never	2

Q20 Overall, is this service usually on time IN THE EVENING?

	%
Yes, always	8
Yes, usually	50
Sometimes	18
No, rarely	4



No, never	2
-----------	---

Q21a Now thinking about the bus services you use except those listed on the sheet, overall, how satisfied or dissatisfied are you with the following aspects of these services?

a) The time of the first bus in the morning

	%
Very satisfied	23
Fairly satisfied	36
Neither	21
Fairly dissatisfied	5
Very dissatisfied	3

Q21b b) The time of the last bus in the evening

	%
Very satisfied	15
Fairly satisfied	32
Neither	21
Fairly dissatisfied	9
Very dissatisfied	8

Q21c c) The distance from your home to the bus stop

	%
Very satisfied	47
Fairly satisfied	28
Neither	8
Fairly dissatisfied	7
Very dissatisfied	4

Q21d d) The attitude of the bus driver

	%
Very satisfied	24
Fairly satisfied	50
Neither	12
Fairly dissatisfied	6
Very dissatisfied	2

Q21e e) The way the vehicle is driven

	%
Very satisfied	23
Fairly satisfied	48
Neither	12
Fairly dissatisfied	9
Very dissatisfied	2

Q21f f) The quality of the vehicle

	%
Very satisfied	22
Fairly satisfied	44
Neither	15
Fairly dissatisfied	8
Very dissatisfied	6

Q21g g) The condition of the bus stop / shelter

	%
Very satisfied	13
Fairly satisfied	32
Neither	18
Fairly dissatisfied	18
Very dissatisfied	14

Q21h h) The frequency of the buses

	%
Very satisfied	22
Fairly satisfied	42
Neither	13
Fairly dissatisfied	13
Very dissatisfied	6

Q22 For the service you have specified in Q16, would you say the price of the fare you pay is...?

	%
Much too high	20
A little too high	35
About right	32
Very reasonable	11

Q23a Please indicate which of the following types of ticket a) is available on the services you use and b) is a ticket you purchase at least once a month.

a) Return tickets

	%
Available	66
Usually purchase	51

Q23b b) Season tickets

	%
Available	17
Usually purchase	3

Q23c c) Family tickets

	%
Available	11
Usually purchase	1

Q23d d) Off-peak or other special price tickets

	%
Available	17
Usually purchase	9

Q24 Do you usually have an alternative means of transport for the journeys you make by bus but which you choose not to use?

	%
No, I have no alternative means of transport for the journeys I need to make other than the bus	31
Yes, I usually use the car	52
Yes, I usually cycle	2
Yes, I usually walk	8
Yes, I usually use the train	2
Other	3

## ASKED ALL

Q25 What would encourage you to use bus services more often?

	%
Routes that go closer to your destination	50
More reliable services	48
Cheaper fares	59
Different ways of payment e.g. credit card	7
More frequent services	52
More convenient times for your journey	33
Not having to drop the kids off at school	8
More convenient routes	38
Environmental concerns	22
Better privacy on buses	9
Parking restrictions / charges where I work	8
Bus lanes making journeys faster	35
Better information about bus services	41
Better quality buses	35
More helpful staff	25
Being able to take cycles on buses	12
Places to safely leave cycles near bus stops / stations	14
Better interchange facilities	26
Other	7

Q26 If there are any connecting public transport journeys you find impossible to undertake, what are the main reasons?

	%
Lack of fares through to destination	11
Lack of convenient connecting times	30
Poor facilities at interchange points	12
Inadequate information	22
No service	19
There are no connecting transport journeys I find impossible	27

Q27 Which of the following most closely describes your situation with regard to bus routes?

	%
There are generally bus routes I could use for the journeys I want to make but I choose not to use	38
There are generally NO bus routes for the journeys I want to make	28
I use bus routes but they could be more convenient	16
I use bus routes and they are generally convenient for me	20

Q28a If you need information about bus services, where would you get it?

a) Bus stop

	%
Visit	33

Q28b b) Bus station

	%
Visit	36
Telephone	38

Q28c c) Bus company

	%
Visit	11
Telephone	36

Q28d d) County Information centre

	%
Visit	16
Telephone	14

Q28e e) Travel Line

	%
Visit	2
Telephone	12

Q28f f) Internet

	%
Visit	14
Telephone	*

Q28g g) Other

	%
Visit	2
Telephone	*

Q29 In the last twelve months have you used any bus timetable information?

	%
Yes	45
No	51

**Q30 TO Q33 ONLY ANSWERED IF YES AT Q29.  
(Weighted base = 498, unweighted base = 501)**

Q30 How easy or difficult was it to find the information you needed from the timetable?

	%
Very easy	37
Fairly easy	47
Fairly difficult	11
Very difficult	2

Q31 How frequently do you get a new bus timetable (for each bus that you use)

	%
Once or twice a month	4
A few times a year	31
Less than a few times a year	42
Never get a bus timetable	22

Q32a How strongly do you agree /disagree with the following statements?

a) Bus timetables are easy to use

	%
Strongly agree	21
Tend to agree	58
No opinion	4
Tend to disagree	14
Strongly disagree	2

Q32b b) Bus timetables are easy to read

	%
Strongly agree	22
Tend to agree	55
No opinion	4
Tend to disagree	13
Strongly disagree	2

Q32c c) Bus timetables give you all the information you require

	%
Strongly agree	17
Tend to agree	41
No opinion	13
Tend to disagree	20
Strongly disagree	5

Q32d d) Bus timetables are available in lots of locations

	%
Strongly agree	7
Tend to agree	24
No opinion	19
Tend to disagree	36
Strongly disagree	9

Q32e e) You don't need bus timetables if the services run frequently enough

	%
Strongly agree	19
Tend to agree	33
No opinion	12
Tend to disagree	23
Strongly disagree	9

Q33 After using a timetable, do you ever double-check the information ( by, for example, ringing the bus operator)

	%
Yes	24
No	74

## ASKED ALL

Q34 Have you ever complained about your local bus services?

	%
Yes	12
No	83

Q35 If yes, to whom did you complain?

	%
Local bus operator	9
County Council	2
District or Borough Council	*
A local councillor	1
Other	1

Q36 Was your complaint resolved to your satisfaction?

	%
Yes	4
No	9

## Appendix A- Use of Council supported bus services

	Base	Missing	District											
		No reply	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Villy	Rosendale	South Ribble	West Lancs	Wyre
Unweighted	304		23	13	12	30	31	28	21	31	29	29	32	25
Weighted	309		42	16	10	28	37	26	26	16	16	30	37	24
No reply	34		4		1	3	4	2	9	2	1	2	4	1
	11%		9%		14%	10%	11%	7%	35%	10%	9%	7%	11%	6%
14, 15 Pendle	7							7						
	2%							26%						
30, 31 Pendle	2							2						
	1%							9%						
65, 68 Pendle	16							16						
	5%							59%						
97 Pendle	1							1						
	0%							5%						
202 208 Pendle	1							1						
	0%							5%						
205 Pendle	1							1						
	0%							5%						
294 Pendle	1							1						
	0%							4%						
9, 11 Pendle	7							7						
	2%							27%						
74, 76 Pendle	1							1						
	0%							5%						
70, 71 Pendle	3							3						
	1%							11%						
5 Burnley	22		22											
	7%		52%											



	Base	Missing	District											
		No reply	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Vily	Rossendale	South Ribble	West Lancs	Wyre
	4%		33%											
88 Burnley	21		21											
	7%		51%											
205 Burnley														
3 Burnley	8		8											
	3%		20%											
8 Burnley	29		29											
	9%		69%											
47 Burnley	3		3											
	1%		7%											
273 Burnley	4		4											
	1%		8%											
34 Burnley														
236 Burnley	1		1											
	0%		2%											
257 Burnley	7		7											
	2%		16%											
592 Burnley	9		9											
	3%		22%											
3, 3A, 15, 18 Hyndburn	19					19								
	6%					67%								
90 Hyndburn	5					5								
	2%					19%								
2 Hyndburn	11					11								
	4%					39%								
93 Hyndburn	7					7								
	2%					24%								

	Base	Missing	District											
		No reply	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Vly	Rossendale	South Ribble	West Lancs	Wyre
	2%					18%								
X1, 701 Hyndburn	7					7								
	2%					26%								
X2 Hyndburn	4					4								
	1%					14%								
105, 210, 211 Ribble Valley	3									3				
	1%									20%				
110, 111 Ribble Valley	0									0				
	0%									2%				
202 208 Ribble Valley	0									0				
	0%									2%				
217 Ribble Valley	1									1				
	0%									9%				
221 Ribble Valley	0									0				
	0%									3%				
222 Ribble Valley	2									2				
	1%									14%				
280 Ribble Valley	6									6				
	2%									35%				
C1 C15 Ribble Valley														
27 Ribble Valley	2									2				
	1%									14%				
144 Ribble Valley	3									3				
	1%									19%				
X1, 701 Ribble Valley	1									1				
	0%									6%				
X2 Ribble Valley	1									1				
	0%									8%				

	Base	Missing	District											
		No reply	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Villy	Rossendale	South Ribble	West Lancs	Wyre
	0%									2%				
104 Ribble Valley	0									0				
	0%									2%				
144 Ribble Valley	3									3				
	1%									19%				
225 Ribble Valley	5									5				
	2%									32%				
257 Ribble Valley	1									1				
	0%									4%				
98 S Ribble	6											6		
	2%											19%		
103 S Ribble	4											4		
	1%											14%		
107, 108 S Ribble														
110 S Ribble	1											1		
	0%											3%		
112 S Ribble	9											9		
	3%											29%		
114 S Ribble														
122 S Ribble	1											1		
	0%											3%		
280 S Ribble	3											3		
	1%											11%		
298 S Ribble	1											1		
	0%											3%		
101 S Ribble	6											6		
	2%											21%		

	Base	Missing	District											
		No reply	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Vily	Rossendale	South Ribble	West Lancs	Wyre
	3%											29%		
113 S Ribble	5											5		
	2%											17%		
98 S Ribble	6											6		
	2%											18%		
103 Chorley	2			2										
	1%			11%										
107, 108 Chorley	4			4										
	1%			22%										
110 Chorley	2			2										
	1%			12%										
112 Chorley	2			2										
	1%			15%										
114 Chorley														
122 Chorley	1			1										
	0%			5%										
298 Chorley	2			2										
	1%			12%										
301, 302 Chorley														
315 Chorley														
363 Chorley	3			3										
	1%			20%										
109 Chorley	5			5										
	2%			29%										
113 Chorely	3			3										
	1%			18%										

	Base	Missing	District											
		No reply	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Vly	Rossendale	South Ribble	West Lancs	Wyre
98 West Lancs														
306 West Lancs	1												1	
	0%												3%	
307 West Lancs	3												3	
	1%												9%	
310 West Lancs														
314 West Lancs	1												1	
	0%												2%	
315 West Lancs	1												1	
	0%												3%	
316 West Lancs														
326 West Lancs														
333, 334 West Lancs														
393 West Lancs	10												10	
	3%												27%	
101 West Lancs	1												1	
	0%												3%	
113 West Lancs	4												4	
	1%												11%	
345 West Lancs	6												6	
	2%												16%	
395 West Lancs	11												11	
	4%												30%	

	Base	Missing	District											
		No reply	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Vily	Rossendale	South Ribble	West Lancs	Wyre
	2%								19%					
112 Preston	2								2					
	1%								7%					
122 Preston														
129 Preston														
180 182 Preston	2								2					
	1%								7%					
184, 185 Preston	7								7					
	2%								26%					
101 Preston														
101 Preston	3								3					
	1%								11%					
113 Preston														
27 Preston														
144 Preston	1								1					
	0%								2%					
113 Preston														
151 Preston	2								2					
	1%								9%					
180 182 Fylde														
184 185 Fylde	7				7									
	2%				71%									

	Base	Missing	District											
		No reply	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Vily	Rossendale	South Ribble	West Lancs	Wyre
	0%				10%									
199 Fylde	1				1									
	0%				8%									
7 Fylde	4				4									
	1%				38%									
10 Wyre														
52, 54 Wyre	2													2
	1%													8%
53 Wyre	5													5
	2%													22%
89 Wyre	1													1
	0%													6%
180 182 Wyre	10													10
	3%													41%
88 Wyre	13													13
	4%													55%
F9 Wyre	5													5
	2%													22%
F11, F14 Wyre	4													4
	1%													15%
F15 Wyre	2													2
	1%													10%
8,10 Rossendale	2										2			
	1%										10%			
15 Rossendale	1										1			
	0%										5%			
21 Rossendale	0										0			
	0%										2%			

	Base	Missing	District											
		No reply	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Vily	Rossendale	South Ribble	West Lancs	Wyre
	0%										9%			
33 Rossendale	8										8			
	2%										47%			
47 Rossendale	2										2			
	1%										12%			
X1, 701 Rossendale	1										1			
	0%										8%			
11, 12 Rossendale	2										2			
	1%										10%			
34 Rossendale	0										0			
	0%										2%			
36 Rossendale	4										4			
	1%										25%			
50 Rossendale														
236 Rossendale	2										2			
	0%										9%			
273 Rossendale	7										7			
	2%										40%			
473 Rossendale	2										2			
	1%										12%			
25 29 Lancaster	10						10							
	3%						29%							
33 Lancaster	1						1							
	0%						3%							
88 Lancaster	1						1							
	0%						3%							
89 Lancaster														



	Base	Missing	District											
		No reply	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Vily	Rossendale	South Ribble	West Lancs	Wyre
	1%						8%							
430 Lancaster	1						1							
	0%						3%							
431 Lancaster	8						8							
	3%						21%							
443 Lancaster	6						6							
	2%						16%							
457 Lancaster	3						3							
	1%						8%							
5 Lancaster	21						21							
	7%						56%							
7 Lancaster	8						8							
	3%						21%							
3A, 6A, 55 Lancaster	11						11							
	4%						30%							
9A Lancaster														
55A Lancaster	2						2							
	1%						4%							
254, 276, 278, 286 Lancaster	1						1							
	0%						3%							

## Appendix B Use of Non-Council supported bus services

Base	Unweighted	412
	Weighted	422
Missing	No reply	-
Q16	1	34%
	10	3%
	103	*
	104	1%
	106	*
	11	8%
	111	3%
	113	*
	115	*
	12	7%
	121	1%
	123	*
	124	1%
	126	2%
	127	*
	132	1%
	133	*
	134	*
	138	*
	14	4%
	140	*
	150	1%
	151	*
	152	1%
	158	1%
	16	*
	19	2%
	2	26%
	21	2%
	22	4%
	222	0%
	225	*
	22a	*
	23	4%
	236	*
	24	2%
	25	6%
	264	*
	27	1%
	273	0%
	28	1%
	2a	0%
	3	22%
	30	1%
	310	*
	32	1%

33	1%
35	1%
36	*
375	*
38	1%
386	*
393	*
395	1%
4	22%
40	3%
41	1%
43	7%
431	*
450	*
46	3%
464	2%
483	26%
5	14%
503	*
521	*
55	1%
555	1%
6	12%
65	1%
68	1%
6a	*
7	7%
743	1%
7b	0
8	7%
80	*
85	*
9	7%
90	1%
983	*
B1	*
C3	*
C9	1%
F1	*
F3	*
F4	1%
F7	*
F86	*
P3	*
X1	1%
X23	*
X41	*
X43	4%
X49	*
X58	*
X63	1%
Z20	*

	Z28	*
	No Number Given	15%

**Sarah Mellor  
Debbie Wilson  
Sophie Withnall  
RBA Research**

**December 2001**



## APPENDIX - MARKED-UP-QUESTIONNAIRE