

Travelling around

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How often, if at all, do you use the following forms of transport?

PLEASE TICK ONE BOX FOR EACH

	Daily	Weekly	Monthly	A few times a year	Never	Don't know
Car	74%	19%	1%	3%	2%	0%
Train	1%	4%	9%	54%	30%	2%
Bus	7%	18%	10%	36%	27%	1%
Taxi	1%	7%	12%	54%	25%	1%
Motorbike	0%	2%	1%	1%	96%	0%
Bicycle	4%	9%	7%	19%	60%	1%
Walk	65%	24%	4%	3%	3%	1%

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Which three or four things, if any, prevent you from using public transport more? PLEASE TICK UP TO FOUR BOXES

Length of time needed to make trip	50%
High cost	34%
Infrequency	31%
Nothing prevents me from using public transport	25%
Complicated connections	23%
Unreliability	23%
Lack of information	15%
No service	15%
Timetables are difficult to use/understand	9%
I would not make any more use of public transport	9%
Uncomfortable ride	7%
Lack of safety	7%

Public transport information

We would like to find out how we can improve the public transport information the county council provides to meet your needs better.

11 Overall, how satisfied are you with public transport information in Lancashire? PLEASE TICK ONE BOX ONLY

Very satisfied	9%
Fairly satisfied	41%
Neither	22%
Fairly dissatisfied	9%
Very dissatisfied	3%
Don't know/does not apply	16%

12 How often do you use public transport information, such as journey planners and timetables? PLEASE TICK ONE BOX ONLY

Every week	10%	→ go to Q13
Every month	17%	→ go to Q13
Every six months	20%	→ go to Q13
Less often	25%	→ go to Q13
Never	25%	→ go to Q14
Don't know	3%	→ go to Q14

13 Thinking about the public transport information you've used. Overall how easy was it to...? PLEASE TICK ONE BOX FOR EACH

	Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
...find the information you needed	19%	59%	13%	3%	6%
...understand the information	21%	59%	11%	2%	6%

14**a) How, if at all, do you currently get information on public transport?****b) And, how would you prefer to get information on public transport?**

PLEASE TICK AS MANY AS APPLY IN EACH COLUMN

	a) <u>Current</u> methods	b) <u>Preferred</u> methods
Printed information (eg timetable leaflets)	55%	45%
Online information (eg www.transportforlancashire.com)	46%	53%

Face-to-face (eg staff at bus/train stations)	29%	28%
Real-time information (eg electronic displays at bus stops)	20%	32%

By telephone (eg Traveline)	16%	14%
None of these	12%	7%

15**Thinking about electronic methods of communication, which of the following would you prefer to use to access public transport information?**

PLEASE TICK AS MANY AS APPLY

Internet from a computer or laptop	65%
None of these	27%
Email	12%
Text messaging on a mobile	12%
Internet from a mobile	8%

16**Thinking about printed timetable information, which of the following places would you prefer to get information from?**

PLEASE TICK AS MANY AS APPLY

Bus stations	52%
Bus stops	48%
Timetable leaflets through your door	44%
Information Centres	37%
Libraries	33%
None of these	6%

17**How useful, if at all, would you find the following types of public transport information? PLEASE TICK ONE BOX FOR EACH**

	Very useful	Fairly useful	Not very useful	Not at all useful	Don't know /does not apply
A journey planner on the internet	39%	29%	6%	5%	21%
Bus routes displayed on printed maps	37%	41%	6%	3%	12%

Mobile internet to get local bus service information	10%	20%	18%	17%	35%
Online transport information specific to the area you live in	37%	32%	4%	6%	21%

TravelWise is a national campaign which encourages people to cut down on their car journeys and use sustainable transport. TravelWise Lancashire is based at the county council and promotes the TravelWise campaign within Lancashire, with a main aim to help people make smarter transport choices – to walk, cycle, car share and use public transport more.

Some of the TravelWise work undertaken by the county council includes promotional campaigns to encourage the use of greener modes of transport through a variety of events, activities and programmes, as well as designing travel plans with dedicated School Travel and Business Travel teams.

18**Before reading this questionnaire, had you heard of TravelWise Lancashire? PLEASE TICK ONE BOX ONLY**

Yes	22%	→ go to Q19
No	75%	→ go to Q20
Don't know	2%	→ go to Q20

19**How did you hear about TravelWise Lancashire? PLEASE TICK AS MANY AS APPLY**

Press or other media	50%
Leaflets and promotional items	49%
From a website	17%
A national campaign	7%
A roadshow event	7%

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Traveline is a national service that provides impartial journey planning information about all public transport services by the telephone, internet and text messages at bus stops. Before reading this questionnaire, had you heard of Traveline? PLEASE TICK ONE BOX ONLY

Yes	25%	→ go to Q21
No	73%	→ go to Q25
Don't know	2%	→ go to Q25

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Have you ever contacted Traveline for information?

PLEASE TICK AS MANY AS APPLY

Yes, I have telephoned them	24%	→ go to Q22
Yes, I have used their website	31%	→ go to Q22
Yes, I have received text messages at bus stops	2%	→ go to Q22
No	47%	→ go to Q25
Don't know	1%	→ go to Q25

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How often do you use Traveline for information?

PLEASE TICK ONE BOX ONLY

Every week	2%
Every month	16%
Every six months	35%
Less often	28%
Only used once	18%
Don't know	0%

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Overall, how satisfied were you with the service provided by Traveline?

PLEASE TICK ONE BOX ONLY

Very satisfied	31%
Fairly satisfied	54%
Neither	9%
Fairly dissatisfied	4%
Very dissatisfied	2%
Don't know	0%

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How useful was the information you got from Traveline?

PLEASE TICK ONE BOX ONLY

Very useful	44%
Fairly useful	46%
Not very useful	7%
Not at all useful	2%
Don't know	1%

Car sharing

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The county council is looking at ways to encourage car sharing (eg for journeys to and from work, or for going shopping). Do you currently car share for some of your journeys? PLEASE TICK AS MANY AS APPLY

Yes, as a driver	18%	→ go to Q28
Yes, as a passenger	13%	→ go to Q28
No	66%	→ go to Q26
Don't know/not applicable	12%	→ go to Q26

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Would you consider car sharing in the future?

PLEASE TICK AS MANY AS APPLY

Yes, as a driver	26%	→ go to Q28
Yes, as a passenger	23%	→ go to Q28
No	44%	→ go to Q27
Don't know/not applicable	25%	→ go to Q27

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Please tell us why you wouldn't consider car sharing?

PLEASE TICK AS MANY AS APPLY

It isn't convenient	51%	→ go to Q32
I don't know anyone to car share with	27%	→ go to Q32
I wouldn't feel comfortable	20%	→ go to Q32
I don't drive	19%	→ go to Q32
I don't have the time	8%	→ go to Q32

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Have you heard of the Lancashire's car sharing website www.sharedwheels.co.uk? PLEASE TICK ONE BOX ONLY

Yes	6%
No	94%

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Sharedwheels allows people living in Lancashire to register their details so they can share car journeys with other registered users. Would you consider registering your details on the sharedwheels website?

PLEASE TICK ONE BOX ONLY

Yes	18%
No	82%

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Have you ever visited the sharedwheels website?

PLEASE TICK ONE BOX ONLY

Yes	2%	→ go to Q31
No	98%	→ go to Q32
Don't know	0%	→ go to Q32

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How easy was the sharedwheels website to use?

PLEASE TICK ONE BOX ONLY

Very easy	1
Fairly easy	24
Fairly difficult	0
Very difficult	0
Don't know	1