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# Public transport versus the private car: a study of attitudes towards transport modes in Plymouth

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The Plymouth Student Scientist  
University of Plymouth

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(10) How often do you travel by bus?  
Everyday  2-5 times a week  Once a week  Once a month   
Rarely

(11) Have you ever used any of Plymouth's Park and Ride services?  
Yes  No

What attitudes towards transport modes exist?

(12) In your opinion, do you think the bus services in Plymouth are satisfactory or unsatisfactory?

.....  
.....

(13) What is it about the bus services in Plymouth that you think is either satisfactory or unsatisfactory?

.....  
.....  
.....

(14) In your opinion, do you think car travel (parking, roads, traffic etc.) in and around Plymouth is satisfactory or unsatisfactory?

.....  
.....

(15) What is it about car travel in Plymouth that you think is either satisfactory or unsatisfactory?

.....  
.....  
.....

What are the factors affecting transport choice?

(16) What would you say are the most important factors you consider when choosing which transport mode you use?

Frequency  Reliability  Convenience  Service Quality   
Comfort   
Travel time  Cost  Cleanliness  Flexibility  Traffic   
Weather

(17) Are there any other factors which affect how you choose to travel to various destinations?

.....  
.....

(18) Which transport modes do you usually use for the following journeys?

- Travelling to work .....
- Shopping .....
- Taking children to school/nursery .....
- Visiting family and friends .....
- Visiting leisure/entertainment facilities .....

(19) Do you use any other forms of public transport besides the bus to travel to any of the above destinations?

.....  
 .....

What would encourage a change in transport mode?

(20) Would you be willing to use Plymouth's bus services more often?

Yes  No

(21) Would you be more likely to use public transport modes more often if bus services (etc.) were improved?

.....  
 .....

(22) Would you be more likely to use public transport modes more often if you were 'forced' out of your car by road pricing, increases in tax/insurance, increases in parking charges?

.....  
 .....

(23) What would encourage you to use the bus (and other public transport) more often?

.....  
 .....  
 .....

(24) What would encourage you to use your car less often?

.....  
 .....  
 .....

**Appendix 2: Final Questionnaire**

**University of Plymouth: Geography Honours Dissertation 2009/2010**

Quantitative Study: Questionnaire No.

Date:

Location:

**Section A: Travel Behaviour**

(1) Do you have access to (or own) a car?

Yes  No

(2) How often do you travel by car?

Everyday  2-5 times a week  Once a week  Once a month   
Rarely

(3) Do you have access to a local bus service?

Yes  No

(4) How often do you travel by bus?

Everyday  2-5 times a week  Once a week  Once a month   
Rarely

**Section B: What attitudes towards transport modes exist?**

(5) A. Do you think the bus services in and around Plymouth are...?

Excellent  Satisfactory  Unsatisfactory  Don't Know

(5) B. Why?

.....  
.....  
.....

(6) A. Do you think car travel (parking, roads, traffic etc.) in and around Plymouth is...?

Excellent  Satisfactory  Unsatisfactory  Don't Know

(6) B. Why?

.....  
.....  
.....

**Section C: What are the factors affecting transport choice?**

(7) Circle the four most important factors you consider when choosing a mode of transport.

Frequency	Reliability	Convenience	Service Quality
Cleanliness			
Travel time	Cost	Comfort	Flexibility
Weather			Traffic

(8) Which of these transport modes would you usually use for the following journeys?

	Bus	Car	Other
Travelling to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking children to school/nursery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visiting family and friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visiting leisure/entertainment facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(9) Are there any other factors that affect how you choose to travel on a daily basis?

.....  
 \_\_\_\_\_  
 .....

**Section D:** What would encourage a change in transport mode?

(10) Would you be willing to use Plymouth's bus services more often?

Yes  No

(11) What would encourage you to use the bus (and other public transport) more often and your car less often?

.....  
 .....

**Section E:** General Information

(12) Which age group do you fit into?

17 – 25	26 – 35	36 – 45	46 – 55	56
		– 65	65+	

(13) What is your gender?

Male  Female

(14) What is your post code?

.....

(15) What is your average annual income?

< £15,000      £16 - £25,000      £26 - £35,000      £36 - £40,000  
Over £40,000

(16) What is your current occupational status?

Full-time   
Other

Part-time

Student

Unemployed

(17) Do you currently hold a full and valid UK driving licence?

Yes

No

### **Appendix 3: Interview 1**

Date: 25.06.09

Time: 14.15 Location: Costa Coffee Shop, Plymouth

High Street

Age: 34

Gender: Female

Post Code: PL6

Average Annual Income: £27,500

Occupational Status: Full time

UK Driving Licence: Yes

Access to a Car: Yes

Travel by Car: Everyday

Access to a Bus Service: Yes

Travel by Bus: Never

I: How do you feel about using your car in Plymouth?

R1: Well, I totally hate driving in Plymouth it's terrible. I used to live outside London so I went to work every day on the tube which was usually pretty easy except if there were delays but I managed to avoid them most of the time. But now I drive into Plymouth pretty much every single day and it's just an absolute nightmare. I mean there's traffic every day all day, it doesn't matter what time I leave or which way I go it's always the same. I mean... I love driving but you can't enjoy it around here at all, it puts you off if anything.

I: So the traffic puts you off driving in Plymouth?

R1: Yes definitely. Well... it does put me off but enough for me not to drive. I moan about the commute every day but I still do it in my car. It's not just the traffic though I mean the roads are useless.

I: What do you mean by the roads are useless?

R1: Well they are just always really congested. I drive down into work every day and there's just no let up. The bus lanes clog up the roads more. I mean, I come down Tavistock Road and it's just one of those things where if you're on the road you're pretty much stuck on it until the traffic starts moving. There are shortcuts but in the end it's just not worth the extra hassle.

I: Is there anything else?

Something else I hate is the lack of parking and how expensive it is. I mean, I have a lot of friends who live in the city and if I want to visit them I have to pay something ridiculous like £1.60 an hour. And there are wardens everywhere... I've had a lot of parking tickets just for leaving my car for like five minutes. It's just impossible. The only place I do like driving to is probably the supermarket at Marsh Mills. There's free parking and it's pretty easy to get to.

I: Okay thanks. So what is it that persuades you to use your car over any other mode of transport?

R1: Just the convenience really. I can walk out of my house and get straight into the car then I don't have to get out of it until I get where I'm going... especially when it's cold outside and raining. I like the satisfaction of being in a warm car in my own personal space without any waiting around or anyone else around me.

I: Is there anything else that makes you choose your car?

R1: Well probably the fact it's cheaper than getting the bus and just a lot easier. It probably ends up taking longer in the car but I'd rather know that I'm in control of the journey. Yeah actually that's something else, it's flexible as well. If I'm driving I can go via the shops on the way back from work and pick up the kids...just make stops off on the way. That wouldn't be very easy if I was on the bus, having to stick to the route and get on and off and wait around.

I: So when exactly do you use your car and for what types of journeys?

R1: I use it for every journey I make pretty much. I use the car for work every day then for shopping trips into the city and for food shopping. Literally everywhere I go is in my car. If we visit friends we'll go in the car. Really everywhere.

I: Is that visiting friends in Plymouth or elsewhere?

R1: Both I suppose. If we visit places outside Plymouth we almost always use the car... if it wasn't the car it would be the train. We've taken the train to London a few times but with the kids it's usually easier to just take the car. The kids are my excuse for using the car so much really. I have two young children so the thought of trying to get them on and off the bus is just not even worth considering in my eyes. Them plus shopping bags plus whatever else just wouldn't be realistic I don't think.

I: Okay. How do you feel about using the Buses in Plymouth then?

R1: I can't really say very much about it. I've tried using the bus to get to work a few times, early on, but it was just so much extra effort. A few of my colleagues use the bus to commute but not from my area. I work 9-5 so from what I hear that fits in quite

well with the bus schedule but I just don't have the time and I don't want to travel on a dirty uncomfortable bus when I could be in my own car. The people I work with who use them come in late sometimes. I sound very lazy but it's just a time issue I think. I don't have the time to wait around for the bus, it seems like they are always sitting in traffic. And whenever I've used them they have gone long complicated routes to get where I wanted to go. It's not like I'm against public transport or anything, I mean I used to travel by tube every single day in London because cars there aren't an option at all. But I think when I have the choice, like I do here, I would choose the car every time.

I: Have you ever used the Park and Ride facilities in Plymouth?

R1: No never. I know there is one by the airport which I could probably make use of but I just don't see the point. It seems like more effort to go there park my car and wait for a bus than to just get on a bus closer to my house. It's a good idea for people visiting Plymouth maybe, but definitely not for me.

I: How do you feel about using your car less and the bus/public transport more?

R1: I'm not really that interested in using my car less. I think if it was as convenient to use the bus or more convenient I would be interested...but I don't see how that's ever going to happen. Like I said I actually quite like driving, even with all the stress and traffic.

I: What would encourage you to use the bus/public transport/ sustainable transport more often?

R1: Same as what I just said really, if the bus was more convenient, faster and probably cheaper I would be more likely to consider it. If I could get on the bus outside my house and get off the same bus close to my work. If there was going to be a bus exactly when I needed it every day. They aren't very realistic ideas really are they. Maybe if I could save a good amount of money by using the bus instead of the car. I really don't know.

I: So is there any hope of you changing your transport mode choice in the future?

R1: Well I'd never say never but I'm not too sure. I would like to be a good person and use the bus for all the right reasons, you know, I do want to reduce my carbon footprint or whatever... but come on, we live real lives at the end of the day. I have work, kids, a house to look after...I don't have any time to wait around for late buses. I just don't think buses will ever be able to let me do what I can do in my car so I don't really think I would bother.

#### **Appendix 4: Interview 2**

Date: 02.07.09

Time: 14.30 Location: Costa Coffee Shop, Plymouth

High Street

Age: 26

Gender: Male

Post Code: PL5

Average Annual Income: £22,000

Occupational Status: Full Time

UK Driving Licence: Yes

Access to a Car: Yes

Travel by Car: Rarely

Access to a Bus Service: Yes

Travel by Bus: Everyday

I: How do you feel about driving a car in Plymouth?

R2: I think it's too much stress for me personally. The traffic on my way to work into the like city centre is terrible especially at rush hours. But, like, it doesn't even matter what time of day you try and get down there to be honest, it's usually always completely rammed with traffic. I think driving here would definitely be just too much hassle. If I'm going to be sitting in traffic I would rather let the bus driver deal with it while I just chill out on my way to work or wherever.

I: Is there anything else you would like to add about driving in Plymouth?

R2: I can't really tell you that much about it. I have a licence and everything so I can drive and I used to actually. When I first moved here I had a car but I ended up selling it because it was just getting a bit old and I was wasting money on it. I can't really afford a car at the moment and to be honest even if I had one I think the bus would still be a lot cheaper. Erm...something else actually that was a bit of a problem was the parking. I don't know if it was because I was a student or what but I used to think it was pretty expensive.

I: Okay thanks. So how do you feel about using the buses in Plymouth?

R2: Erm...I think they are generally pretty good. I couldn't really fault the number of buses that there are around, I mean they are everywhere. I suppose sometimes the service isn't as good as it probably should be. I've experienced rude unhelpful drivers before and just general idiots on the bus itself but I suppose that can't really be helped by the bus company or anything. Erm...something I really don't like about the buses in Plymouth is the crap service after about half six/seven at night. I work full time normally 9-6 but sometimes I work late and that extra hour means I have to wait an hour for the next bus instead of about 10 minutes which I would have to wait normally. It's the same on weekends, or actually probably worse on weekends. I think that's a bit ridiculous with people working all kinds of different shifts. I've got a mate who works shifts who I know drives to work, I doubt he's ever looked into the bus anyway but he'd probably struggle to find a decent regular bus to take him to work in the middle of the night. For me that's definitely a problem. I don't see how you're expected to use the bus when they make it so difficult. I think the majority of people that don't have to use it like I do would need it to be a lot simpler and more convenient before they'd ever think about it.

I: Is there anything else you can say about the bus services in Plymouth?

R2: Erm...Oh yes, the tickets actually. Don't even get me started on the tickets. I have it sorted out now because I buy a season ticket and now I've been using the buses for I while I kind of know what I'm doing. But when I first started using the buses I was paying all kinds of different fares for different operators and different buses. It was just really confusing and totally impossible to get your head around. I still think it's a problem really. I still don't fully understand how it all works to be honest with you.

I: Okay. Have you ever used any of the Park and Ride facilities in Plymouth?

R2: No.

I: What is it that makes you choose using the bus over other transport modes?

R2: It's just the least stressful option. The bus I use is pretty good, it's not late very often and takes me straight where I need to be. The service is pretty frequent as well, there's a bus every I think 15 minutes or 10 maybe so if you know when it's getting there and your organised enough you can usually get there at the right time and not have to wait around for too long. Erm...like I said before the traffic definitely puts me off driving so that makes a difference.

I: So if there wasn't any traffic on the roads do you think you would drive more often?

R2: Maybe, but I think I would still go to work on the bus because it's just easier and cheaper.

I: Is there anything else which affects your choice of transport mode?

R2: Maybe the cost, it's definitely cheaper than running a car. I buy season tickets as well so it works out pretty well I think. To be honest, cost is always something I have to think about, I have a young family to support so it definitely affects how I travel.

I: Thanks. What kind of journeys do you use the bus for?

R2: Mainly work. Erm...I don't have a car so I use it when I need it really. I live near my friends so if we are all going somewhere we usually car share but if I am meeting people out or going somewhere alone I take the bus. I usually walk to go shopping or like go on after work and then bring it back on the bus so I don't know if that counts.

I: How do you feel about using the bus/public transport more?

R2: I think I use it a lot already so I am definitely not against using it more if I needed to.

I: Okay, so what do you think would encourage you to use the bus/public transport/sustainable transport more often?

R2: I think the main thing would be if the later services were extended. There needs to be more buses running later at night and even more on weekends. I would go into town on the bus at the weekend if it was easier. Now if I go I normally get a lift in with friends. Erm...oh yes, I think they definitely need to find some way of merging all the different tickets as well. If you have to use different buses you have to buy separate tickets which is more expensive and just hassle I suppose. They should have

something like the Oyster card in London, my best friend lives there and I've seen him using it. Just makes everything really quick and easy. I don't know if that would work here it's a much smaller city but I don't know, I think it would be useful definitely.

### **Appendix 5: Interview 3**

Date: 06.07.09                      Time: 11.00    Location: Costa Coffee Shop, Plymouth High Street

Age: 45

Gender: Male

Post Code: PL2

Average Annual Income: £ 25,000

Occupational Status: Part Time

UK Driving Licence: Yes

Access to a Car: Yes

Travel by Car: Everyday

Access to a Bus Service: Yes

Travel by Bus: Never

I: How do you feel about using your car in Plymouth?

R3: It's okay. I get a bit fed up with the traffic sometimes but I'm sure it could probably be worse. I'm probably lucky that I have a parking space for my car where I live, I think if I lived a bit closer to the centre I would struggle with the whole permit parking nightmare that goes on. I get sick of paying the parking prices when I go to town it's just a lot of hassle. Sometimes I only want to pick up something and I have to pay £2.50 for an hour or something crazy like that. I think for me that's the most annoying thing about driving in Plymouth.

I: So for you driving in Plymouth is just not something you enjoy?

R3: Not really, I do love to drive but in Plymouth it's just full of traffic and there are cars everywhere and when you're in a rush to get somewhere it's just not a great place to be I don't think.

I: Okay thanks. So, what persuades you to use your car over any other mode of transport?

R3: Probably just the convenience of it really, it's a lot easier to drive a car than to walk to the bus stop. I'm lucky again because I have free parking for my car at home but there are bus stops 5 minutes away from my house but it never really occurs to me to actually use the bus. It always seems as if it would take longer, having to wait

around and all. I kind of imagine that my car is a bit more reliable than the bus services, I mean, I don't actually know this so I could be wrong but I imagine that the buses are late sometimes and I can't afford to be late for meetings or whatever.

I: Is there anything else?

R3: Err. There probably is (laughs). Let me think. Literally I think the car is probably faster and it's definitely easier than taking the bus. I want to get where I am going as fast as I can, which I think means using the car really. I just can't be bothered with the hassle of getting on and off the bus if I'm honest.

I: Thanks. When exactly do you use your car and for what type of journeys?

R3: I use my car for all my trips so to work, for getting the shopping and I drive to the place I play football at weekends. I think the only time I might not drive is if I took the train somewhere for a work meeting. But that would only be because my colleagues would usually do the same, so I would go with them. If it was up to me I would probably drive. Unless it was somewhere a lot further away. For me I think everything is based around convenience and speed, I don't have too much time so I like things that are easy and simple.

I: So you drive every day?

R3: Yes every day.

I: So, how do you feel about using the Bus in Plymouth?

R3: I have actually used the buses here but not since quite a while ago. From what I remember they were pretty useless...erm unreliable, late and they just seemed slow as well. From what I can see now they always seem to be stuck in traffic along with me in my car, usually blocking up the roads (laughs) so I couldn't really say they appear to be much better. It's an uninformed judgement but that's all I have to go on so I suppose it's important. I never really understood how the timetable worked I still don't think I would...and the ticketing thing where you can get on one bus with someone else's ticket well I mean do we really have time or money to go around buying different tickets...it's just so confusing and totally impossible to get your head around.

I: Okay, so have you ever used the Park and Ride facilities in Plymouth?

R3: No it's not worth it for me because of where I live.

I: How do you feel about using your car less and the bus/public transport more?

R3: I definitely wouldn't be against using the bus if I could be guaranteed that I would get to work on time I would think about it. I work at the opposite end of the city to where I live as well so I assume I might have to change buses which puts me off using the bus. But it's not something I would totally write off. To be honest though I can't imagine not driving, I can't see why anyone would want to go on the bus when they could go by car it's just so much easier.

I: What would encourage you to use the bus/public transport/ sustainable transport more often?

R3: If buses were reliable and ran every 10 minutes from near my house to my work without me having to get on and off different buses and pay different fares I would definitely think about the bus. I'm sure it would do my wallet some good with petrol being so expensive. We have two cars at the moment so that might allow us to cut it down to one.

I: So you are potentially someone who could be converted?

R3: I think so. Having said that I don't think my suggestions are overly realistic, not at the moment anyway.

#### **Appendix 6: Interview 4**

Date: 19.07.09                      Time: 16.00    Location: Costa Coffee Shop, Plymouth High Street

Age: 28

Gender: Female

Post Code: PL4

Average Annual Income: £ 22,000

Occupational Status: Full Time

UK Driving Licence: Yes

Access to a Car: Yes

Travel by Car: 2-5 times a week

Access to a Bus Service: Yes

Travel by Bus: Everyday

I: How do you feel about using your car in Plymouth?

R4: Driving in Plymouth definitely isn't something I enjoy doing the traffic is just crazy. You can't get anywhere in a reasonable amount of time or without getting too stressed out with other drivers. I work just out of town and it's just so much easier to get the bus I think. I like the convenience of driving though and it's just comfortable and clean, you know what to expect when you get in your own car but you don't on the bus.

I: What persuades you to use your car over any other mode of transport?

R4: Mainly the convenience of driving, just walking out your door and having your car there waiting. The cost doesn't really come into it for me although it probably should do. Erm...its maybe quicker to go by car to some places and certain times, the only time I use the bus is for work really or if it's just easier to do that.

I: Is there anything else?

R4: Not that I can think of.

I: When exactly do you use your car/the bus and for what type of journeys?

R4: The only time I go on the bus usually is for work. I like the fact I can just sit around and relax on my way in is just nice I think. My car...I use that for everything else I suppose. Visiting family, if I go away anywhere and for shopping...definitely for shopping. I don't ever use the bus to go shopping because it's just too much effort. It's not really possible for me to go food shopping for a week's worth of food for two people on the bus. Having to carry bags on and off would just be a nightmare.

I: Okay, so how do you feel about using the Bus in Plymouth?

R4: I do enjoy the bus most the time. There are the odd days when it's a bit late and I get a bit stressed about being late for work but to be honest that doesn't happen very often. The only time I don't like the bus is when it's raining...it takes a lot of will power for me to walk straight past my car in the rain and head for the bus stop. I like the routine I am in though with the bus for work, I think being a good bus user is a lot about routine. I think if your disorganised it wouldn't really be a very good idea.

I: Is there anything else you can say about the bus services in Plymouth?

R4: I'd say clean, reliable, friendly. I'm not being very critical really erm...I really do think they are good though.

I: No you can be as positive as you like it's all about what you think, if you think they are really good then you can say that.

R4: Okay yes they are very good. I think the only complaint I would make is that I hate bus tickets. I obviously use a season ticket so like a bus pass thing but I don't like the idea of tickets it seems so old-fashioned. Actually I've thought of something else...there are terrible evening services if you can even call them services. One an hour at some places I've been. I never ever use the buses after work hours because you just can't...your left standing around waiting for hours. That's definitely crazy to me.

I: Okay thanks. So, have you ever used the Park and Ride facilities in Plymouth?

R4: No.

I: How do you feel about using your car less and the bus/public transport more?

R4: I would definitely be willing to go by bus more often, the service would have to be improved though. I do think though that the bus is only really a good idea for certain journeys like shopping I don't think will ever be very easy on the bus. How can you make it as easy as the car in that case, I just don't think you can.

I: Okay so what would encourage you to use the bus/public transport/ sustainable transport more often?

R4: There definitely aren't enough buses at night and weekends. I don't think you can expect people to wait around at night I mean surely it's stupid to allow young

women like me to stand around at night in the dark alone waiting for a bus. I would consider it more seriously if I could jump on a bus at night as easily as I can in the day. Other than that I think the services are really excellent generally.

### **Appendix 7: Interview 5**

Date: 09.07.09                      Time: 11.00    Location: Costa Coffee Shop, Plymouth High Street

Age: 68

Gender: Female

Post Code: PL6

Average Annual Income: Less than £15,000

Occupational Status: Retired

UK Driving Licence: No

Access to a Car: No

Travel by Car: Never

Access to a Bus Service: Yes

Travel by Bus: Everyday

I: How do you feel about using the car in Plymouth?

R5: We don't have a car in our house but my son has a car which I get picked up in sometimes. Erm...the traffic is very bad from what I've noticed. When I do go places in the car it takes us a very long time sitting around in traffic. I hear my son complaining about parking as well but I don't know too much about that.

I: Okay so when you do travel by car what type of journeys do you go on?

R5: He takes me shopping every now and again and if we are visiting family. But it isn't that often really.

I: How do you usually do your shopping?

R5: I get my food delivered because I can't carry it all anymore. Maybe if I could drive I would do that in the car but I just can't do all that with the bags on the bus now.

I: So what type of journeys do you use the bus for?

R5: I go to visit my friends, I go into the centre to shop but only for presents or clothes or bits and bobs nothing big or heavy. I go to bingo on the bus but usually get

a lift home from friends on the way back because the buses aren't very good at night.

I: Okay thank you. So, how do you feel about using the Bus in Plymouth?

R5: I think the buses in Plymouth are very good, especially from my area into the city. I have a bus stop along my road so I only have to walk a few minutes which is good because I can't walk too far really. They come every 10 minutes or so during the weekdays and are normally quite quick and the buses are always on time. They are terrible of a night time though and on a weekend very bad. I don't understand it really. I should think more people would use the bus on a Sunday if the buses were actually there.

I: So you don't think there are enough buses on evenings and weekends?

R5: Oh definitely not. I play bingo on a week night and the buses into town are rubbish. I don't go in the winter anymore because it's just so cold sitting outside waiting for the bus to come once an hour. It's a shame really because I used to really enjoy going once a week but it stops me going now.

I: So the lack of buses on evenings prevents you going there?

R5: Sometimes yes. It's terrible really that people like me who rely on the buses have to miss out on things if they are late or if they just aren't running at all. I don't think some people realise how important they are to some people. Most people now have cars so it doesn't matter to them but for us it's a lifeline I suppose.

I: Yes that is important, is there anything else you can say about bus services in Plymouth?

R5: I do think the bus pass is great, I know that's everywhere but without that I would struggle definitely.

I: Thanks. Okay...have you ever used the Park and Ride facilities in Plymouth?

R5: No. I didn't even know there were any until I heard someone talking about them a while back, I don't know if that's just me or.

I: Do you think you would consider using the bus more often?

R5: I would use it whenever I needed it if it was there. Which is what I do anyway really. The only time I think I could use it more would be of an evening.

I: Okay so what would encourage you to use the bus/public transport/ sustainable transport more often?

R5: I would use the bus more on weekends and at night time if there were as many as there are in the day. It's disappointing really that they can't put on as many buses at night time. I'm sure there are other people that would use them if they were there. I think more low buses, you know the ones with the step that lowers down. I'm not quite at the stage where I struggle but it would just make it a lot easier. Only a few of the buses I use have those special steps, that's something I would definitely like more of.

## **Appendix 8: Interview 6**

Date: 06.07.09

Time: 15.30 Location: Costa Coffee Shop, Plymouth

High Street

Age: 20

Gender: Male

Post Code: PL4

Average Annual Income: N/A

Occupational Status: Student

UK Driving Licence: Yes

Access to a Car: Yes

Travel by Car: 2-5 times a week

Access to a Bus Service: Yes

Travel by Bus: Never

I: How do you feel about using your car in Plymouth?

R6: It's okay, I think it could be a lot worse. My main problem is always parking. It's really difficult to find parking in the city centre because all the on street parking is for people who live there with parking permits. I have a parking permit so I'm lucky that I have a space outside my house. I think parking in the actual city, like in the car parks, is a joke. It's so expensive for such a short amount of time. I'm a student so I struggle to afford to drive anyway without having to pay over £1.50 an hour sometimes to park. Traffic always seems to be awful as well although I mostly drive at night or during the day, never around rush hour. But I have seen the traffic when I'm just out and about and it's crazy.

I: What persuades you to use your car over any other mode of transport?

R6: The car is just so much faster and more convenient, I don't have to wait around for it to arrive it's just there. I think it's just the easiest option, like the easiest way to get around. I live pretty close to some bus stops and bus routes but when my car is outside of my house why would I want to walk to get on a bus and then wait for it to turn up when I could already be where I want to go. Running my car is probably cheaper than buying bus passes as well. I mean I only use it a few times a week so it just wouldn't be worth it for me to buy a pass and I definitely don't fancy buying loads of different tickets every time I want to go somewhere.

I: When exactly do you use your car and for what type of journeys?

R6: I usually use my car for visiting friends who live across the other side of Plymouth and me and my housemates use it to go food shopping every week. Erm...I'll use it if we want to go somewhere for the day like the beach in the summer or whatever. And I drive it home during the holidays. I used to take the train but it just

got irritating having to change trains with a big bag and my laptop. I would rather pack up my car and not have to carry things around loads of different train stations.

I: You said you are a student, so how do you get into University?

R6: I walk into Uni, there's no way I would drive there's just no where to park.

I: So if there was parking available at Uni would you drive then?

R6: In theory it would be stupid of me to drive because it's not that far but I probably would at least a few times a week. It would be hard not to on a cold wet day when you have the choice of 30 minute walk or 5 minute car journey I suppose.

I: Okay so from what you know, how do you feel about the Buses in Plymouth?

R6: I have used the bus a few times and it was okay. There are a lot of buses running I know that, I see them all the time all over the place. But for me and what I use my car for I don't think the bus would work. I use the car for shopping because it saves me carrying heavy bags of shopping around. So taking the bus would defeat the object because I would still have to carry those heavy bags on and off the bus and walk to and from the bus stop. So that wouldn't work. Then for day trips it would just be a nightmare. I would end up changing buses a million times just to get to Looe or something. So I don't think I'm too into the idea of the buses in Plymouth, sorry.

I: Is there anything else you can say about what you think of the services themselves?

R6: Oh right erm...I'd say they are probably always late to be honest. I don't know that but they can't be as reliable as my car. Slow as well, I get the idea that they are slow stopping all the time you know. It might not be faster to drive but it feels like it is. I mean, the bus stops and starts all the time with people getting on and off, I just think that wastes time I don't have. In my car I can control how fast I get somewhere and where I go, and I like that freedom.

I: Okay thanks. Have you ever used the Park and Ride facilities in Plymouth?

R6: Erm...no I haven't.

I: How do you feel about using your car less and the bus/public transport more?

R6: Erm I don't think I want to use my car less. I think I am quite good with the amount I use it, only a few times a week and for actual reasons not just driving around and like driving along the street. I think later in my life when I have a job that might be a more realistic time for me to think about using the bus everyday rather than driving, but for now I think the bus just doesn't seem the right way to travel.

I: What would encourage you to use the bus/public transport/ sustainable transport more often?

R6: I would use the bus for like a day out somewhere if it was advertised somewhere. Like once we went up to Exeter on the bus, which took ages, but only because it was advertised somewhere as a special cheap deal. It was fine though so I would definitely do something like that again. As for using it on a daily basis I think

like I said before, maybe when I have a full time job and a specific routine. But not yet.

### **Appendix 9: Interview 7**

Date: 12.07.09

Time: 11.00 Location: Costa Coffee Shop, Plymouth

High Street

Age: 35

Gender: Female

Post Code: PL9

Average Annual Income: £ 18,000

Occupational Status: Part Time

UK Driving Licence: No

Access to a Car: No

Travel by Car: Rarely

Access to a Bus Service: Yes

Travel by Bus: Everyday

I: How do you feel about using your car in Plymouth?

R7: Well there isn't a car in our house but from what I have seen and heard it is a nightmare trying to get into town.

I: How do you feel about using the Bus in Plymouth?

R7: I think the buses are pretty good. They are really regular there's one every 10 minutes or so during the day. I'm lucky as well because there's a bus stop right at the end of our road so it's not very much hassle at all. The traffic is terrible during the rush hour though so it takes a while longer than it should to get into town but generally it isn't too bad.

I: Do you blame the bad traffic on the buses?

R7: No I blame it on the idiots I live around who drive into the city instead of getting on the same bus as me. It's ridiculous, people are so lazy and it just makes everybody's lives a misery. I'm the one making use of the provided transport but I still have to sit in other people's queues. I think something needs to be done about the traffic in Plymouth because it is really really bad a lot of the time.

I: So what is it that makes you choose to use the bus instead of travel by car or any other form of transport?

R7: For me it's the cheapest option...I mean it's definitely cheaper than buying a car and running that. Erm...the buses are really regular and generally pretty reliable. Also, even though I think it's still slower than it probably should be I reckon using the bus is probably faster than driving. Erm...that's about all I can think of really.

I: Okay so when exactly do you use the bus and for what type of journeys?

R7: I use it whenever I need it. I go into work every day on the bus I go shopping, like into town on the bus. Wherever I need to go...erm...friends visiting friends.

I: Are these friends who live in Plymouth or elsewhere?

R7: Oh in Plymouth, yeah I don't really know too many people who live outside of Plymouth or like within an hour of it.

I: Okay thanks. Have you ever used the Park and Ride facilities in Plymouth?

R7: No, I know someone who does though. It's a pretty good idea.

I: So how do you feel about using the bus/public transport more often?

R7: I think I use the bus as much as I possibly can really, if I'm not on the bus I'm walking.

I: Okay well I would normally ask you what would encourage you to use the buses more often but if you think you already use them enough do you think there is anything that would improve your experience of using it on a daily basis?

R7: Okay...erm...I'd prefer it if they were faster and I don't mean like if they went over 30mph I mean like if they weren't sitting around in traffic. That's probably the only thing I would say.

### **Appendix 10: Interview 8**

Date: 29.06.09                      Time: 12.25    Location: Costa Coffee Shop, Plymouth High Street

Age: 52

Gender: Female

Post Code: PL3

Average Annual Income: £45,000

Occupational Status: Full time

UK Driving Licence: Yes

Access to a Car: Yes

Travel by Car: Everyday

Access to a Bus Service: Yes

Travel by Bus: Never

I: How do you feel about using your car in Plymouth?

R8: hate driving in Plymouth I absolutely hate it. The traffic just to get out of my street is terrible especially at rush hour and on weekends. I go shopping at Drake

Circus every Saturday with my daughter and it has taken us an hour before just to drive down through Mutley to the car park in the city centre.

I: Is it only the traffic that makes you hate driving in Plymouth?

R8: Err... mainly. I mean it's the most obvious answer I suppose. It's the thing I moan about on a daily basis put it that way. Parking is probably something else I dislike about driving, because it's so expensive. But I could deal with that if I could get into town in less than half an hour when I only live a few miles away. Having said that, there are car parks everywhere in the city centre, you can pretty much always find a space somewhere. You will probably be queuing for it but you'll get one.

I: What persuades you to use your car over any other mode of transport?

R8: Lazyness plays a big role in my choice I think. There are buses running along down through Mutley straight into town all the time, I know because I get stuck behind them a lot. But I would rather just get into the car and sit in that for 20 minutes rather than sit on a bus surrounded by strangers. I pay a fortune to buy a car and tax and insure it so I feel like I have a right to drive it when and where I want to as long as I can deal with the consequence of sitting in traffic.

I: You mentioned you pay a lot for tax and insurance so is cost an issue for you at all?

R8: Not really. I think if I was going to look at taking the bus it would have to be taken into consideration but that wouldn't be the first thing on my list. It's mainly about the convenience of driving my car and the fact I can be comfortable and warm in my own space. I can multi-task in my car. I can go via Morrison's or stop off somewhere, I don't think I could do that on the bus without buying another ticket or something.

I: Is there anything else that affects how you travel?

R8: Erm...reliability is important, my car is never late and it doesn't stop all the time unlike going on the bus. I don't consider reliability with my car because I don't have to.

I: Okay. When exactly do you use your car and for what type of journeys?

R8: I drive all the time, everyday. The only time I don't drive is if I am walking to buy a newspaper at the local shop. But that is the only time I don't drive. I probably sound very lazy.

I: Not at all.

R8: Err...well I drive to work, to meet visit my family, to go shopping for food and for whatever else. I play golf with my husband at the weekend and we drive there. Literally everywhere I go I drive. I don't really see another feasible option in Plymouth for me at the moment and I just like to drive, I like my independence.

I: How do you feel about using the Bus in Plymouth?

R8: I wouldn't feel safe walking around at night to get on and off buses and it's not very well lit on my estate.

I have to say I'm not very enthusiastic about using the bus. I have a very nice car which I have worked very very hard for and I just love to drive it. I don't think I can even remember the last time I took the bus in Plymouth. I just feel like it would be a waste of my car really and I don't want to be late for work or get wet walking up and down to bus stops dotted around all over the place. And even if I wanted to take the bus, I wouldn't have any idea where to look for a timetable or anything like that. I think I'm quite good with the internet and things like that but I still wouldn't know where to start. Late buses I don't like the idea of...I wouldn't feel safe walking around at night to get on and off buses and it's not very well lit on my estate.

I: Have you ever used the Park and Ride facilities in Plymouth?

R8: No I haven't personally but I have friends who live up on Dartmoor who use the one up near the airport when they come down into Plymouth. They have a lot of good things to say about it, but I think they have a lot more patience than I do. I want to get to places when I want to not when the bus gets me there (laughs).

I: How do you feel about using your car less and the bus/public transport more?

R8: I would love to say I want to use my car less but the truth is I don't. Even though I hate driving in Plymouth I would still rather drive than take the bus. I would be much more willing to try the bus if they seemed a bit cleaner and were a bit bigger...a bit more like trains. I always travel by train when I go to London or if I am visiting a friend who lives further away. I travel in the standard carriage but I like the idea of pre-booking a seat so I know I have somewhere to sit. And they are fast and comfortable and just easy to use. It's really straightforward. If there was a train running down from Derriford straight into the city centre I would definitely use that. I know that's probably not an option but the same type of principle could work with a bus, maybe.

I: Okay. So is that something that would make you use the bus more often, making them as efficient and comfortable as trains?

R8: I think so yes. It's just the traffic problem again though, you could never have a bus service that ran straight down through Mutley without stopping fifty times at traffic lights or whatever.

I: is there anything else that would encourage you to use the bus/public transport/sustainable transport more often?

R8: Not really. I think the only way I would actually want to use the bus is if it ran all the way into the city and anywhere else quickly without getting stuck in traffic. So if the priority lanes which clog up car traffic actually worked I suppose I would consider the bus as a real option. But at the same time, I like to be able to go where I choose, not where the bus takes me so I really am not so sure.

## **Appendix 11: Interview 9**

Date: 22.06.09                      Time: 11.30    Location: Costa Coffee Shop, Plymouth High Street

Age: 19

Gender: Male

Post Code: PL4

Average Annual Income: <£15,000

Occupational Status: Student

UK Driving Licence: Yes

Access to a Car: Yes

Travel by Car: 2-5 times a week

Access to a Bus Service: Yes

Travel by Bus: 2-5 times a week

I: How do you feel about using your car in Plymouth?

R8: I don't particularly like driving my car in Plymouth I think it's too busy really. Getting to and from work is usually just easier on the bus because I can just sit and let someone else worry about people driving like idiots.

I: So you think the traffic is bad in Plymouth?

R8: Yes very bad. At some times of day the roads are just gridlocked and don't seem to be moving anywhere, it's pretty terrible I think.

I: Is there anything else you like or dislike about driving in Plymouth?

R8: Errrm...maybe the fact there's too many speed cameras and not enough cheap parking in the city centre. Well actually no cheap parking its' all very expensive.

I: What persuades you to use your car over any other mode of transport?

R8: Because it's relatively cheap and convenient, I can just get in it and go wherever I want without being restricted by bus routes or train times or whatever. It's probably a lot more comfortable to drive up to Exeter than to sit on the train or especially on the bus surrounded by strangers.

I: What persuades you to use the bus over any other mode of transport?

R8: It's quite cheap and it's a lot less hassle and stress than driving to work. I only use the bus for getting to work because there is a bus service that takes me right from a bus stop just a few streets away to right outside my workplace. They are really regular during the day as well, I think every 10 minutes or so. My working hours are covered by plenty of buses anyway.

I: When exactly do you use your car and for what type of journeys?

R8: I drive to go shopping sometimes and mainly for visiting friends and family or if I have to make a trip somewhere out of Plymouth for work. I do drive to work occasionally if I am running late or if I have to work late because the buses don't run as often if I work late. But most of the time I only use the car for leisure really I suppose.

I: So you only use the bus for work?

R8: Pretty much. Unless for some reason I don't have my car I'd use the bus for shopping and whatever else but I prefer to use my car for journeys I don't do very often because the bus timetables can be a bit confusing and difficult to understand really.

I: How do you feel about using the Bus in Plymouth?

R8: Well the bus I use is excellent. It's normally not that busy and it runs every 10 or so minutes. It's not late very often at all they almost always run on time. It's really clean as well and the people are usually fine. I know that some services aren't as good as mine though, I mean, I've heard that. And I think they need to sort out the problem with having one bus an hour or something stupid like that after about 7 at night. Like I said before, if I know I'm going to be working late I almost always drive into work because I don't want to be standing around for an hour waiting for a bus to turn up.

I: Have you ever used the Park and Ride facilities in Plymouth?

R8: No.

I: How do you feel about using your car less and the bus/public transport more?

R8: Ideally I'd love to not have a car. I live on my own and I don't have that much use for it really, sometimes I think it's a bit of a waste of space because I live so close to the city and have a lot of options for getting around really. But it's just nice to have the car it makes life a lot easier than just relying on the bus for everything. I would definitely like in the future to use my car less but I think there need to be more night time buses for that to happen for me anyway. I don't want to have to plan my life around bus timetables I should be able to turn up at the bus stop and have one arrive within 15 minutes ideally.

I: What would encourage you to use the bus/public transport/ sustainable transport more often?

R8: More services at night would definitely make me think about getting rid of my car and being a little bit less lazy.

## **Appendix 12: Interview 10**

Date: 22.06.09                      Time: 14.50    Location: Costa Coffee Shop, Plymouth High Street

Age: 41

Gender: Male

Post Code: PL9

Average Annual Income: £30,000

Occupational Status: Full Time

UK Driving Licence: Yes

Access to a Car: Yes

Travel by Car: 2-5 Times a Week

Access to a Bus Service: Yes

Travel by Bus: 2-5 Times a Week

I: How do you feel about using your car in Plymouth?

R10: I don't mind driving in Plymouth really. The traffic is definitely bad at some points but as long as you plan ahead you can avoid it usually. I like driving though its easy isn't it you can just go where you want to go and be there when you want to be more or less. It's quite free to drive I think.

I: Is there anything else you think about driving in Plymouth?

R10: Erm...not really, I can't think of anything really. Maybe roadwork's get irritating but that's the same wherever you go I suppose.

I: How do you feel about using the Bus in Plymouth?

R10: I think the buses here are pretty amazing to be honest. They've got a lot better over the last few years I've noticed and I love the new digital time board things in the bus stops I think that's really useful. Feels a bit like you're at the airport, it's the same kind of thing I suppose.

I: What is it exactly that you think is 'amazing' about the bus services here?

R10: The buses are rarely late, they are really reliable. I mean you have to give it to them sometimes they are but when there is so much traffic that can't really be helped but I mean mostly they are on time. You can't really beat how many there are they arrive every few minutes and spread across the whole city, I mean you can just go anywhere you want to. I really think we are lucky here with our bus services.

I: So what is it that makes you choose to use the bus instead of travel by car or any other form of transport?

R10: Well the bus I use for work because it saves me money on petrol and just general wear and tear on the car driving up and down to work every day. So there's

cost I suppose and then it's just as easy as driving for that journey for me. The bus stop isn't very far away and I quite like the exercise in the morning, if I drove I wouldn't get very much.

I: When exactly do you use your car and for what type of journeys?

R10: The car is more of a family car, so we take the kids to school in the car...or my wife does anyway. Taking the kids on the bus is too much effort and too expensive. My wife uses it for shopping and she uses it for work as well actually. If we go away for the weekend or on a trip somewhere for the day with the kids we would always go in the car. I am the only one in the family that uses the bus and that's just because I quite like to.

I: Have you ever used the Park and Ride facilities in Plymouth?

R10: No.

I: How do you feel about using the bus/public transport more often?

R10: I don't think I could use them much more than I do because really the only time I am in the car is if I'm going somewhere with my family or friends and I don't really ever imagine us going into town on a Saturday as a family on the bus...I don't know why but it just seems a little strange to me.

I: Okay so what improve your use of the bus/public transport/ sustainable transport?

R10: I think the only thing I can really complain about is that sometimes if it's busy you can't get a seat. But I don't really see how that could be changed. Other than that I am pretty satisfied with the bus services as they are.