



Coventry Partnership Household Survey 2007

SCS Theme Group Report – Transport

April 2008

FINAL Report



Measurement ◆ Evaluation ◆ Learning

Helping you deliver better public services

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Position Statement – Key Point Summary

- ◆ The evidence points to significant positive progress towards the Partnership's goal of improving public transport and encouraging people to make more short trips by public transport or on foot.
- ◆ Satisfaction with bus services overall has increased from 53% in 2003, although dipping in 2004, now rising to 67% in 2007.
- ◆ Respondents from priority neighbourhoods are as satisfied, if not slightly more so, than the rest of the city.
- ◆ Satisfaction with the punctuality of the bus services has also increased, from 48% in 2003 (falling to 42% in 2004), now up to 59% City-wide. Again, priority neighbourhoods rate punctuality marginally higher than for the rest of the city.
- ◆ Very similar patterns (a small fall from 2003 to 2004, but from then rising to reach a 5-year record high) are seen with perceptions of the frequency of the bus services and condition of the bus stops.
- ◆ The consistency and coherence of these trends points to a strategic underlying achievement for the Partnership. Recent investment in improving the public transport bus services therefore appears to be bearing fruit, notwithstanding the negative press publicity that was received during the infrastructure works associated with this.
- ◆ Interviewers conducting the face to face surveys picked up on a concern amongst survey respondents about congestion and parking problems in the eastern part of the City (in proximity to Walsgrave Hospital), which is the second most congested area of the City.
- ◆ The economic regeneration goal of locating more employment opportunities closer to where people live may be helping encourage more trips to work on foot or public transport, and less by car.
- ◆ Survey respondents from priority neighbourhoods continue to travel to work more by public transport or on foot, compared to the rest of city. This is likely to be due to a mix of factors – such as urban density, car ownership, proximity to good public transport links.
- ◆ The increase in numbers within priority neighbourhoods who are travelling to a place of education by public transport or on foot (now at a 5-year record high of 77%) may be down to the growth of City College and its catchment from priority neighbourhoods, plus the increasing difficulty of finding parking in that area.
- ◆ The mode of transport survey respondents use to access other services appears to have remained relatively stable over the 5-year period.
- ◆ Theme group participants would like to more closely monitor cycling rates in the future, in particular with regard to cycling to school or a place of education. Recently, children have been encouraged to take their cycling proficiency test at school and the group would like to track the potential impact of this in future surveys.
- ◆ Satisfaction with the conditions for walking within the local neighbourhood have increased slightly and the City average (83% satisfied) is again at a 5-year record high.
- ◆ Satisfaction with walking conditions in the priority neighbourhoods has increased relative to the rest of city. The gap has not simply closed but been reversed, across priority neighbourhoods survey respondents were 20% less satisfied with walking

conditions in 2003 compared to respondents in the rest of the city, but are now 5% more satisfied in 2007.

- ◆ Overall, considerable and sustained long term strategic improvements have been achieved for the SCS Transport Theme in Coventry over the five year period 2003-2007.

Summary of evidence on key issues

1. Prevalent Mode of Transport for Key Activities

Respondents were asked to state the main form of transport they use to get to a variety of places, including work, place of education, taking children to school, health services, shopping and visiting friends. Results are expressed as percentages using each transport option, out of all those undertaking that kind of journey.

Travel to Work

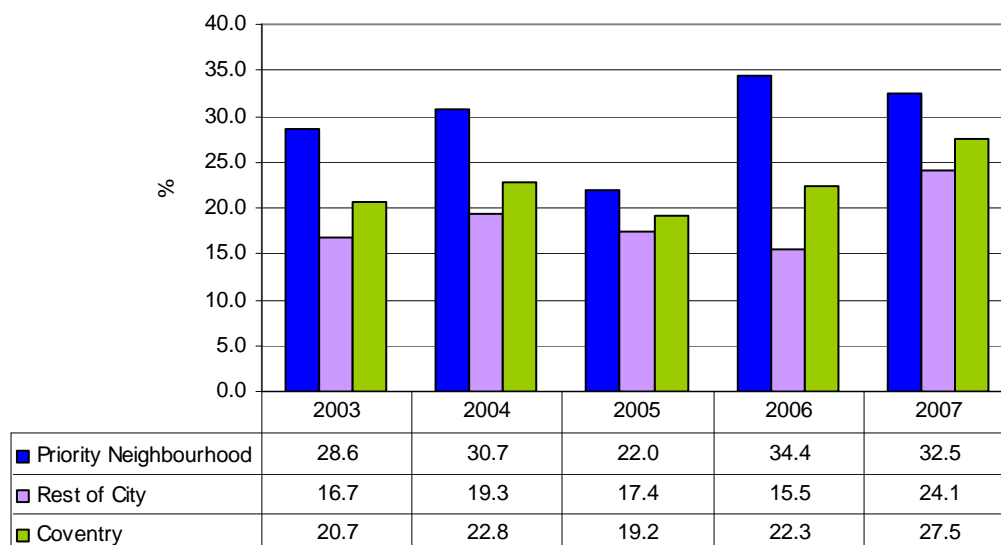
The results show that the majority of respondents in Coventry - both in priority neighbourhoods and the rest of the city - drive to work although the percentage is lower in priority neighbourhoods in comparison to the rest of the city (57% and 69% respectively). This difference may be accounted for by lower car ownership in priority neighbourhoods, and also a younger age profile in the priority neighbourhoods. Results show that the percentage of people who drive to work increases by age, from 35% of those aged 16-24 to 81% of people aged 60-64.

The second most popular way of travelling to work in both priority neighbourhoods and in the rest of the city is by bus (24% and 14% respectively). Bus travel decreases as age increases, with 33% of 16-24 year olds travelling by bus to work compared to less than one in ten 60-64 year olds (8%).

Interestingly, a similar percentage of respondents in both areas of the city walk to work (9% in priority neighbourhoods and 10% in the rest of the city). Not surprisingly young people aged 16-24, who may not have access to a car, are the most likely to walk to work (14%).

The graph below shows the percentage of respondents who travel to work on public transport (train, bus park and ride) or on foot. Overall there has been an increase in the percentage of respondents using public transport or walking to work between 2003 and 2007, in priority neighbourhoods there has been a 4% increase and in the rest of the city there has been a 7% increase. It is also encouraging to note that the difference between priority neighbourhoods and the rest of the city has narrowed, in 2003 there was a difference of 12% between those using public transport or walking to work in priority neighbourhoods compared to those respondents in the rest of the city, by 2007 this gap had narrowed to 8%.

Figure 1. Proportion of respondents who travel to work by public transport or on foot



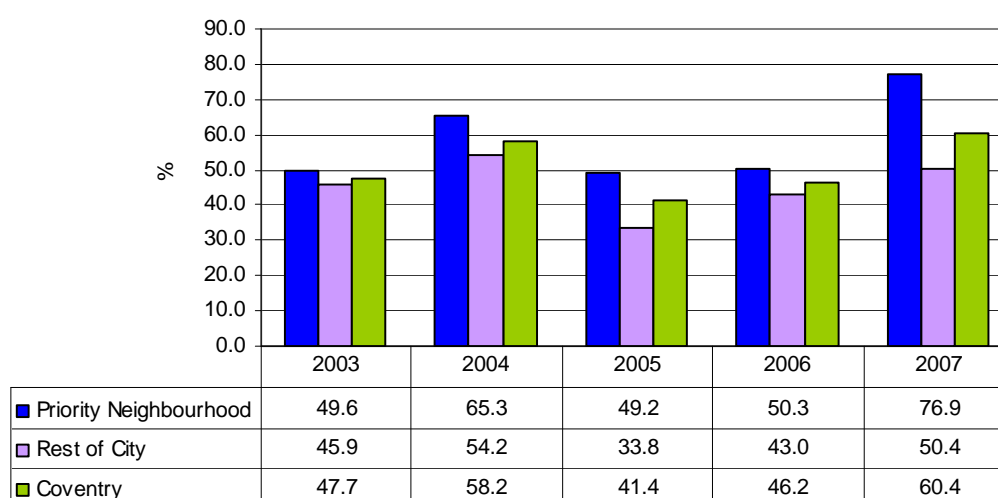
Place of Education

In priority neighbourhoods, nearly half (49%) of respondents travel to their place of education by bus, followed by just less than a third who walk (28%). 17% of respondents drive their car when going to their place of education. In contrast, respondents living in the rest of city are most likely to travel to a place of education by driving a car (45%), followed by just less than a third (31%) who travel by bus. Around a fifth (19%) of these respondents walk to their place of education.

More respondents use the bus to travel to a place of education (38%) than they do for travelling to work (18%), to escort children to school (8%), to the shops (20%) and to visit friends (20%). This may be because people travelling to school/college tend to be younger and therefore do not have access to a car, but it may also be because the City College is now in the City Centre and is therefore more accessible by public transport.

Between 2003 and 2007, the percentage of respondents living in priority neighbourhoods who travel to their place of education by public transport or on foot has increased from 50% to 77%. Although the percentage of respondents who live in the rest of the city and travel to their place of education by public transport or on foot has also increased, it has not increased by such a great amount (46% to 50%). The gap between priority neighbourhoods and the rest of the city has increased over time, this may be because of increasing car ownership in the rest of city allowing more students to drive to school/college rather than using walking or using public transport.

Figure 2. Proportion of respondents who travel to their place of education by public transport or on foot



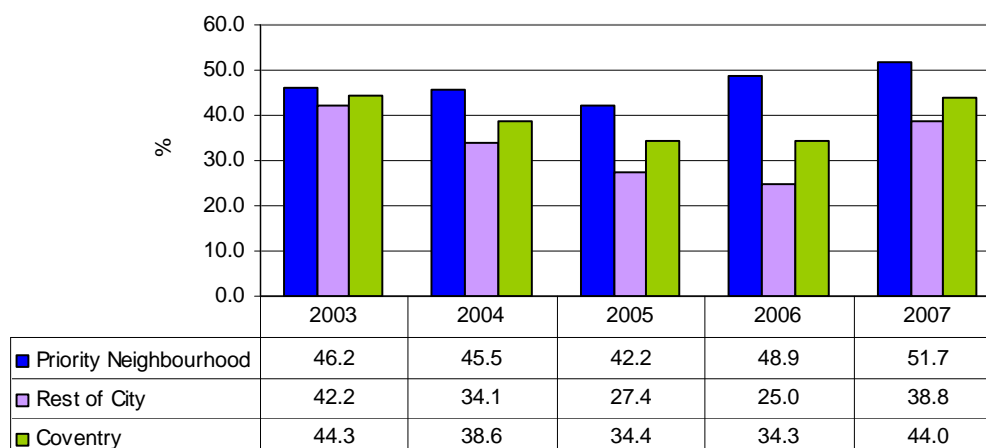
Escorting Children to School

Respondents living in the rest of the city are more likely to take their children to school in the car compared to respondents living in priority neighbourhoods (57% and 46% respectively). 4 out of 10 respondents (42%) living in priority neighbourhoods walk their children to school compared to a third in the rest of the city.

In priority neighbourhoods, the percentage of parents escorting their children to school on foot or by public transport has increased overall since 2003 (46% to 52% in 2007), although in 2004/05 the percentage did decrease slightly. Initiatives such as the walking bus scheme which have been introduced by Coventry City Council may have helped to increase the number of people escorting children to school on foot or by public transport. However, in the rest of the city, the percentage of respondents escorting children to school on foot or by public

transport has actually decreased from 42% in 2003 to 39% in 2007. The increase in priority neighbourhoods and decrease in the rest of the city has meant that the gap between the two areas has widened between 2003 and 2007.

Figure 3. Proportion of respondents who escort their children to school on foot or by public transport



Escorting children to school on foot is more common amongst younger survey respondents, with nearly half (46%) of respondents aged 25-34 escorting children to school on foot compared to around a quarter (26%) of respondents aged 45-54. It is also interesting that women are more likely to take their children to school on foot or by public transport in comparison to men (48% and 21% respectively).

Health Services

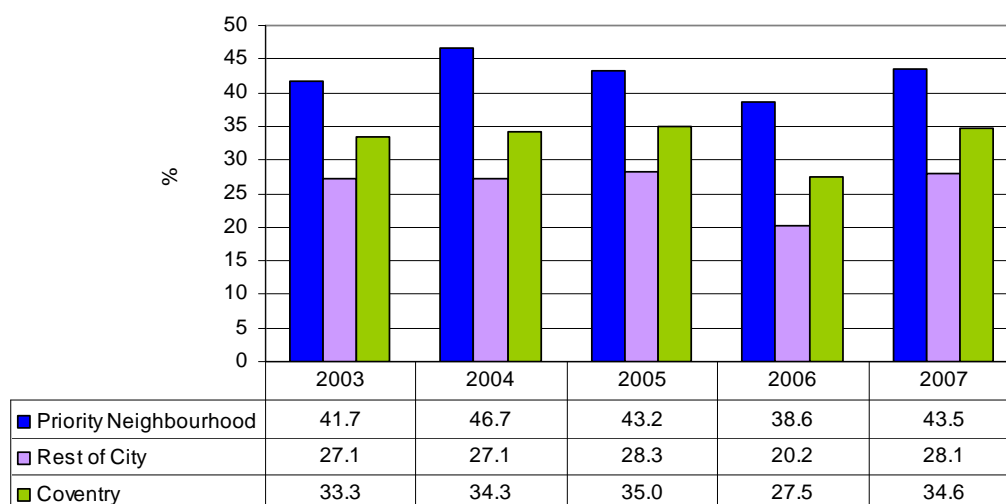
Over half of respondents living in the rest of the city access health services by car, 53% as a driver and 11% as a passenger. In comparison, less than half (45%) of respondents living in priority neighbourhoods access health services by car either as a driver or as a passenger. A quarter (25%) of respondents in priority neighbourhoods access health services by bus or on foot.

Shopping/Personal Business

Driving a car to the shops or for personal business is the most common method of transport for respondents living in the rest of the city and in priority neighbourhoods (58% and 40% respectively).

Although the percentage of respondents travelling by public transport or on foot for shopping/personal business has fluctuated over the years, the latest survey results are similar to those from 2003. In 2007, 44% of respondents living in priority neighbourhoods travel to the shops by public transport or on foot compared to 28% of respondents living in the rest of the city.

Figure 4. Proportion of respondents who travel to the shops/personal business by public transport or on foot



Visiting Friends

64% of respondents drive their car to go and visit friends. Respondents in the rest of the city are much more likely to travel by car than respondents living in priority neighbourhoods (72% and 54% respectively). Priority neighbourhood respondents are more likely to use the bus or walk to see their friends (25% and 18%) compared to respondents living in the rest of the city (18% and 11% respectively).

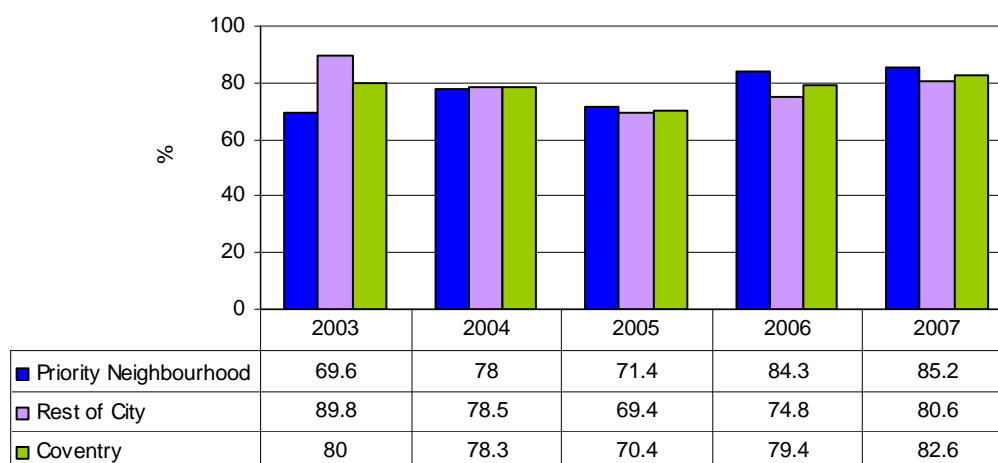
2. Walking Conditions

The majority of respondents (82%) are satisfied with the conditions for walking in their neighbourhood. This percentage is slightly higher in priority neighbourhoods in comparison to the rest of the city (85% and 81% respectively). When asked how satisfied they were with the walking conditions in their neighbourhood, and the walking conditions in Coventry, survey respondents appear more satisfied with the conditions for walking in their neighbourhood (83% and 76% respectively).

Figure 5 below shows that satisfaction with conditions for walking in the neighbourhood has steadily increased in priority neighbourhoods from 70% in 2003 to 85% in 2007. However, in the rest of the city the reverse has happened, satisfaction has declined from 90% in 2003 to 81% in 2007. Results show a correlation between satisfaction with road maintenance and repairs and satisfaction with walking conditions, implying that respondents' satisfaction with walking conditions in the rest of the city may have been affected by the recent road and bus lane improvement work. 92% of survey respondents who are dissatisfied with road and maintenance repairs in their neighbourhood are also dissatisfied with walking conditions in their neighbourhood, compared to just over half (52%) who are very satisfied with walking conditions.

Over time the gap between satisfaction in priority neighbourhoods and the rest of the city has narrowed, and it is interesting that the latest figures show that satisfaction is now higher in priority neighbourhoods than in the rest of the city.

Figure 5. Satisfaction with conditions for walking in the neighbourhood.



3. The Bus Service

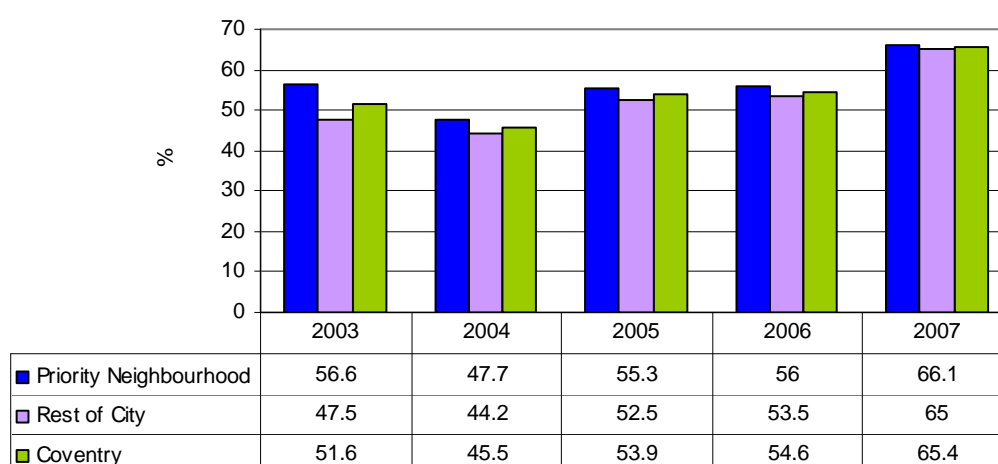
Satisfaction with the bus service

This next section looks at satisfaction with the bus service overall, and various aspects of the bus service including punctuality of buses, frequency of the bus service and the state of bus stops.

Overall, satisfaction with the bus service has increased. In Coventry as a whole, satisfaction has increased from 52% in 2003 to 65% in 2007. Satisfaction has increased more in the rest of the city since 2003, resulting in a narrowing of the satisfaction gap between respondents living in the rest of the city and in priority neighbourhoods. By age, satisfaction varies from 60% to 83%, the most satisfied group of respondents are aged 80+.

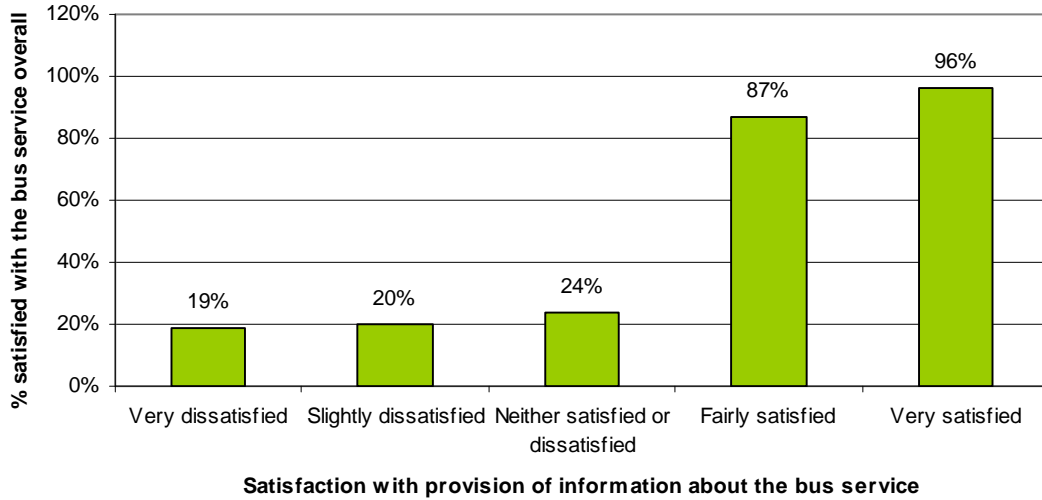
The impact of the 'Primelines' project, to upgrade key radial routes in the city, appears to have had a positive affect on respondents satisfaction with the bus service.

Figure 6. Percentage of all respondents who are satisfied with the bus service



One key factor influencing satisfaction with the bus service is the provision of information about the bus service. There is a positive correlation between feeling informed about the bus service and overall satisfaction with the bus service as a whole. Figure 7 below shows that 96% of respondents who are very satisfied with the provision of information about the bus service are also satisfied with the bus service overall.

Figure 7. Percentage of respondents satisfied with the bus service, by satisfaction with the provision of information about the bus service

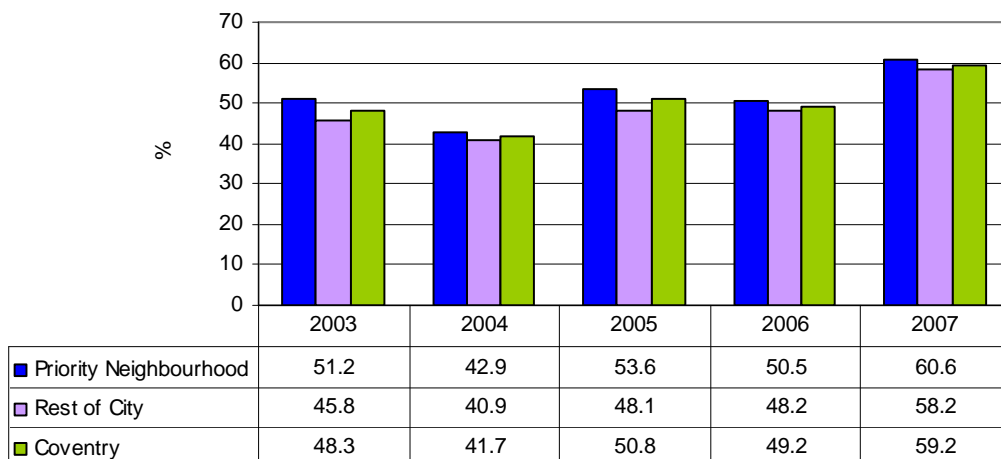


Bus users (people who have used the bus service in the last year) are more satisfied with the bus service in Coventry compared to all respondents (68% and 65% respectively). The most satisfied respondents are those who use the bus about once a month (72%), or once a week (70%). The least satisfied (50%) are those who never use the bus.

In line with the increase in overall satisfaction, there has also been an increase in satisfaction with the frequency of buses, the punctuality of buses and the state of bus stops since 2003.

The greatest increase in satisfaction is with the punctuality of buses which has increased from 48% to 59% in 2007. The gap in satisfaction has narrowed between priority areas and the rest of the city, although respondents living in priority areas are still slightly more satisfied than those living in the rest of the city.

Figure 8. Percentage of all respondents who are satisfied with the punctuality of buses

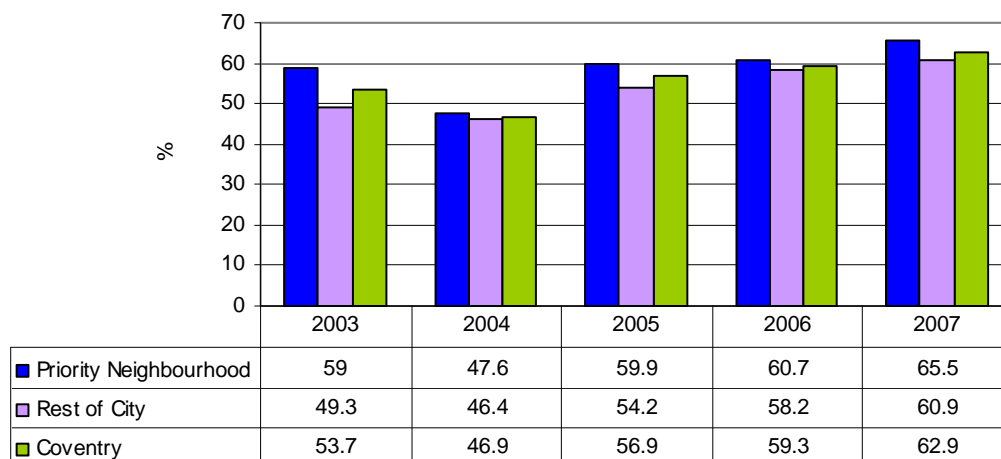


Satisfaction with the frequency of buses has also increased over time from 54% in 2003 to 63% in 2007, this may be as a result of network changes in 2006 which provide more frequent

bus services on the main radial routes in Coventry. Satisfaction is higher in priority neighbourhoods than in the rest of the city (66% and 61% respectively).

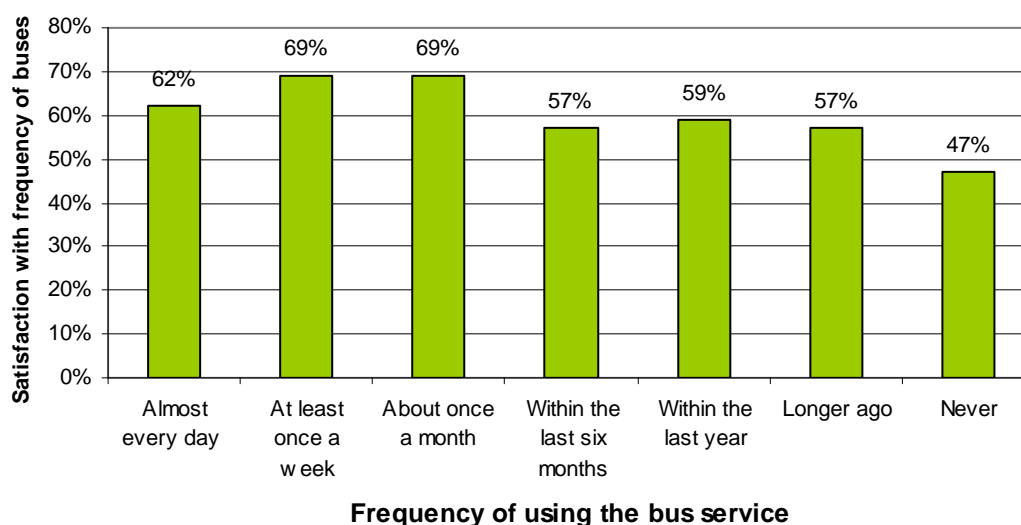
For those respondents who have used the bus service within the last year, satisfaction increases to 61%. The most satisfied respondents are those who use the bus service once a month (67%) and the least satisfied are those who never use the bus service (46%).

Figure 9. Percentage of all respondents who are satisfied with the frequency of buses



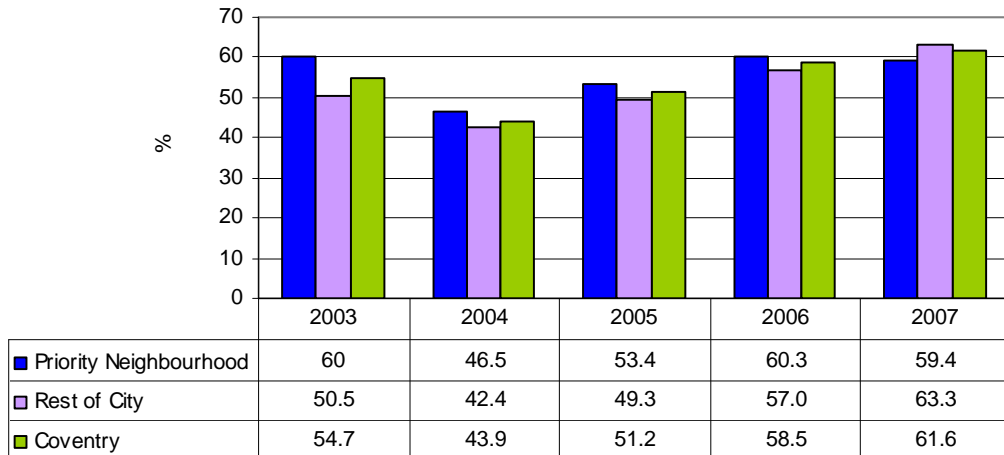
Satisfaction with the frequency of buses is higher for those who have used the bus service within the last year (65%). The graph below shows that the most satisfied respondents are those who use the bus service once a week or once a month (69%) and the least satisfied are those who never use the bus service (47%).

Figure 10. Percentage of respondents satisfied with the frequency of bus services, by how frequently they use the bus service



62% of respondents are satisfied with the state of bus stops in Coventry, an increase of 7% since 2003. Interestingly, satisfaction with bus stops has only increased in the rest of the city and not in priority neighbourhoods since 2003.

Figure 11. Percentage of respondents who are satisfied with the state of bus stops



Satisfaction with the state of bus stops fluctuates by age, however the least satisfied group are those aged 16-24 (50%) and the most satisfied are those respondents aged 80+ (70%).

Satisfaction with the state of bus stops is marginally higher for survey respondents who have used the bus service within the last year (63% compared to 62% of all respondents).

Frequency of using the bus service

Around 4 in 10 (38%) survey respondents in Coventry use the bus service at least once a week, and over half of all respondents (53%) use the bus service at least once a month.

The percentage of respondents who have never used the bus service has fallen over time, from 28% in 2003 to 18% in 2007. In priority neighbourhoods, around 16% of survey respondents have never used the bus service, and in the rest of the city around 19% of respondents have never used the bus service. The main reasons respondents gave for not using the bus service, were that they prefer to travel by car, and that bus services were not punctual or frequent enough for them. In addition to this, 9% of respondents said there are journeys they would like to take by bus, but can't due to the lack of or insufficient bus services.

Analysis indicates that frequent bus users are more satisfied with the bus service than those survey respondents who do not use the bus service.



**M-E-L Research
Limited
8 Holt Court
Aston Science Park
Birmingham
B7 4AX**

tel: 0121 604 4664
fax: 0121 604 6776

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