Rutland Travel Survey 2016 – Summary of results

In spring 2016, Rutland County Council launched a countywide travel survey that was distributed to all households in Rutland. The aim of the survey was to help understand the travel patterns and needs of residents, in order to help shape and inform future decisions on transport.

There was an excellent response, with 3615 completed survey forms. This was a 21% response rate.

The results provide a useful insight into current travel patterns by all modes and for specific purposes, together with issues associated with making these journeys. They provide indications of where there are gaps in provision and potential priorities for future action by the Council.

Overall, there is reasonable satisfaction with travel in Rutland by all modes. People are generally able to access facilities and places within Rutland, but there are some issues about travel further afield, such as to hospitals in Leicester and Peterborough where congestion and parking are seen as problems. There is relatively high use of cars for travel, reflecting the rural nature of the area and people’s need to travel between Rutland and neighbouring areas or further afield.

Survey responses were generally positive about levels and conditions of provision. Many people also took the opportunity to raise specific issues or make particular suggestions about potential improvements.

This document provides an overview of some of the survey findings.

Any areas where improvement or change has been identified will be taken into account in our decisions around transport, and will be used to help shape our new Local Transport Plan, which will set out our vision and strategy for transport in Rutland over the coming years.

In the analysis below, please note that, unless otherwise stated, the percentages shown are based on the number of respondents for each particular question, rather than the number responding to the survey as a whole.

1. Travel for healthcare appointments

- Figure 1 shows how Rutland residents predominantly travel to their doctor and hospital appointments by car.
92% of respondents had no trouble getting to the doctor and 71% had no problem getting to hospital appointments.

29% said they had difficulties, or found it inconvenient, getting to hospital appointments. Of those experiencing travel problems, 67% were aged 60 or over and 60% were female.

The hospitals that residents struggled to get to the most were Peterborough City Hospital and Leicester Royal Infirmary.

The main travel problem experienced in accessing health facilities was parking. Figure 2 shows the other problems respondents faced.

The five main problems, identified through the survey, actually preventing respondents taking a doctor or hospital appointment were:
  - parking
  - no one to give me a lift
- traffic congestion
- reliability of public transport
- no bus or train at required time

2. Travel to work, job interviews, employment opportunities and training

- The majority of residents that responded said they travelled to work in their own car. A full break down of travel modes can be seen in figure 3.

- 85% of respondents said they had no issues travelling to work.
- Of those who said they experienced difficulties getting to work, 46% were aged between 45 and 49 and 61% worked shift patterns.
- The locations respondents struggled to travel to included Oakham, Peterborough, Leicester and London.
- The main travel problems experienced are shown in figure 4.

- The most common response to the ‘other’ option in this question was: level crossing (1.6%).
The main problems stated as actually preventing respondents from attending an interview, training or accepting a new job included:
- traffic/congestion (37%),
- reliability of public transport (23%)
- no bus at required time (16%).

3. School and college travel

- Car travel was the most used option for school and college travel – a full break down of travel modes can be seen in figure 5.
- 83.5% of respondents said they had no trouble getting to school or college.
- Of those that said they had difficulties, the 3 most commonly reported problems were: lack of parking at school or college, traffic/congestion and lack of public service bus at required time. Figure 6 shows the travel problems faced. Of those that stated ‘other’, 2.9% of respondents stated the level crossing as causing problems.
- The main problems actually hindering travel to college and school were:
  - Reliability of public transport (31.6%),
  - traffic and congestion (24.6%)
  - no public bus service at required time (10.5%)

![Figure 5 - Mode of travel to school/college](617 responses - based paper survey Q3.1)
4. Food shopping and other trips

- For all shopping and leisure journeys the car was the predominant choice of travel. In the majority of cases the order of preference was car, walk, bus then car passenger. Cycle use was very low for all journeys.
- The main issues reported by respondents as causing problems when travelling for shopping and leisure purposes were:
  - Lack of parking (15%),
  - no bus at required time (13%),
  - cost of parking at destination (11%)
  - bus doesn’t go where I need (10%)

5. Buses

- In order to inform the transport review being undertaken in parallel, the opportunity was taken to find out what residents thought about bus services, whether they used the buses or not.
- Amongst those who do not use buses, 59% said this was because they prefer to use the car. There were also many comments about buses being inconvenient, taking too long, not running at required times, and not going where they are needed.
- 833 non-bus users suggested improvements to bus services. A third of respondents wanted to see new or amended routes and 29% wanted to see more frequent services.
- For residents who use bus services, the most used services are the 9/19 Peterborough – Oakham – Melton Mowbray – Nottingham, RF1 Oakham – Corby, and 146 Oakham Hopper. With regards to trip frequency, the 146 has the greater number of regular users, with 132 responding indicating that they use the service several times per week.
Respondents that utilise the County’s bus network were asked to rate various elements of travel – their responses are shown below in table 1. Responses were fairly consistent across the various aspects of bus provision, with slightly better ratings for appearance of drivers and where buses run. Areas where some improvement might be sought are buses running more often and information provision.

Table 1. Bus user satisfaction results

<table>
<thead>
<tr>
<th>%</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where buses run</td>
<td>11</td>
<td>40</td>
<td>24</td>
<td>9</td>
<td>5</td>
<td>11</td>
</tr>
<tr>
<td>How often buses run</td>
<td>9</td>
<td>33</td>
<td>26</td>
<td>15</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td>Journey time by bus</td>
<td>8</td>
<td>43</td>
<td>30</td>
<td>5</td>
<td>2</td>
<td>13</td>
</tr>
<tr>
<td>Appearance of drivers</td>
<td>9</td>
<td>47</td>
<td>28</td>
<td>2</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>Bus information</td>
<td>5</td>
<td>36</td>
<td>31</td>
<td>9</td>
<td>4</td>
<td>15</td>
</tr>
</tbody>
</table>

Based on their experience of using bus services, 49% of bus users rated their overall satisfaction as either good or excellent. 12% considered the service to be poor. Levels of overall satisfaction with value for money were lower.

While bus information is available from various sources and in a number of formats, by far the most important sources of bus information are the printed timetable booklet and information panels at bus stops. People were asked what the impact on them would be if the bus service was no longer available. The most common response (63%) was that the car would be used instead. 19% of those responding suggested they would seek lifts from family and friends. 17% indicated they would be unable to do their shopping. 12% said they would be unable to get to see their doctor.

The five most frequently stated areas for improvement suggested by bus users were:
1) Frequency and times of bus (9%),
2) evening services (8.5%),
3) ticket fares (6.5%),
4) Sunday/ weekend service (5%)
5) service reliability/ punctuality (3.8%).

6. Walking and cycling

There are high levels of walking for leisure and health purposes – with 71% of respondents walking at least once a week.

Only 17% of respondents said they cycle for leisure or health at least once a week.

23% of all survey respondents felt there was sufficient cycle parking in the county, whilst 17% felt it was insufficient and suggested the following locations for additional parking:
- in the County towns (33%)
- Oakham and Uppingham Market Place (14%)
- near to shops (11.5%)
- car parks (10%)

- 14% of residents left positive feedback when asked for improvement suggestions.

- When asked what improvements residents felt would encourage walking in Rutland, the top 10 responses were:
  1) more public rights of way and footways (19%),
  2) maintenance of existing rights of way and pavements (14%),
  3) promotion, including leaflets, maps and website information (13%),
  4) route signposting (9%),
  5) safer, more level surfaces (5%),
  6) linked or circular routes (4%),
  7) slower, safer roads (3%),
  8) maintenance of vegetation (3%)
  9) cheaper/ free parking at Rutland Water (2%)

- When asked about improvements that would encourage cycling in the County, over 10% of question respondents left positive feedback or felt there were already sufficient resources.

- The top suggestions for improving cycling were:
  1) more or extended designated cycle routes, protected from traffic (51%),
  2) better designed and wider cycleways (7%),
  3) slower traffic speeds and safer roads (7%),
  4) safer routes into towns (5%),
  5) sweeping of debris from cycleways (5%),
  6) promotion of routes (4%),
  7) cycle routes between villages and countryside (4%),
  8) better road maintenance (3%),
  9) maintenance of cycleways including surface levelling (3%)
  10) better route signage (3%)

- There is an element of conflict between cyclists and other road users. 3% of respondents wanted to see cyclists use the cycle ways provided, rather than the road; over 2% felt the Council should not encourage.

7. Road safety and highways maintenance

- Respondents were asked to rate the condition of various elements associated with the highway network. The percentage of respondents answering either good, very good or excellent for each element are as follows:
  - pavements (39%),
  - roads (34%),
  - drainage (31%),
  - street lighting (49%),
  - road signs and lines (52%)
  - grass cutting (54%)

- Respondents were also asked to rate the level of service provided by the Highways Department – figure 7 shows the results.
- Respondents were asked to rank 6 areas in order of importance to them, with 1 being the most important and 6 the least. The results were:
  1. Roads,
  2. pavements,
  3. street lighting,
  4. drainage,
  5. road signs and lines
6. grass cutting

When asked what improvements were required, the following suggestions were made:
- pothole repair (24%),
- maintenance and repair (12%),
- improved, wider safer pavements (9%),
- quicker responses (9%),
- better quality repairs/ long term fix (8%),
- more parking/ parking issues (6%),
- resolving flooding / drainage (6%),
- reduced number, clearer and better co-ordinated diversions (6%),
- litter and street cleaning (5%)
- attention to minor, rural and residential roads (4%).

8. Community transport provisions

- The survey suggested that there is limited awareness of transport and community transport schemes operating in Rutland.
- Voluntary Action Rutland (VAR) social car and community transport scheme was the most widely known scheme operating in the County.
- The least well known scheme is Wheels to Work.
- Figures 8 and 9 show awareness and usage of transport services operating in the County.
Figure 8 - Awareness of transport services operating in Rutland (based on paper survey Q8.1)

- CallConnect (3133): 62.24% Yes, 37.76% No
- NHS non-emergency patient transport services (3135): 60.00% Yes, 40.00% No
- Wheels to Work (2935): 92.16% Yes, 7.84% No
- Voluntary Action Rutland - social car and community transport scheme (3277): 64.82% Yes, 35.18% No
- Whissendine Good Neighbours Scheme (2958): 88.71% Yes, 11.29% No
- Uppingham Hopper (3098): 51.10% Yes, 48.90% No

Figure 9 - Have you ever used the following transport services that operate in Rutland?

- CallConnect (1748): 95.48% Yes, 4.52% No
- NHS non-emergency patient transport services (1800): 91.50% Yes, 8.50% No
- Wheels to Work (1320): 98.86% Yes, 1.14% No
- Voluntary Action Rutland - social car and community transport scheme (2318): 84.21% Yes, 15.79% No
- Whissendine Good Neighbours Scheme (1411): 98.30% Yes, 1.70% No
- Uppingham Hopper (2000): 91.65% Yes, 8.35% No