

**ATTITUDES TOWARDS
CONGESTION**

**Final Report
May 2008**

**Prepared For: Cambridgeshire County
Council**

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Executive Summary

Cambridgeshire County Council commissioned **mruk** research to conduct a survey with residents in Cambridgeshire to ascertain their views on congestion in and around Cambridge and explore improvements needed to public transport.

There were three stages to the research:

- A face-to-face survey with a random sample of 1,100 residents across a Cambridgeshire to provide robust results;
- An online survey to provide open consultation;
- Face-to-face interviews at road shows organised by Cambridgeshire County Council to consult with attendees.

Overall, a total of 4,976 residents responded to the survey.

The Executive Summary reports on the face-to face element of the project and highlights differences between the survey methods.

Travel Patterns

- A car or van was the main method of transport in Cambridge for the majority of respondents (62%).
- Around one in ten mainly used the bus (15%) or the Park and Ride (11%).
- A quarter of respondents travelled in Cambridge once or twice a month (25%) and 22% travelled in at least five days a week. Seven in ten online respondents (70%) and half the road show respondents (53%) travel in Cambridge at least five days a week.
- Half the respondents said their main reason for travelling in Cambridge was for shopping (51%). The majority of respondents completing the online survey (71%) and road show survey (49%) said their main reason for travel was work.
- Half the respondents were satisfied with public transport in their local area (49%). Two thirds of respondents completing the online survey were dissatisfied (61%).

Attitudes Towards Congestion

- Nearly all respondents (82%) thought congestion was a serious problem in Cambridge with 40% stating it was a very serious problem.
- Half the respondents (50%) thought congestion had stayed the same over the last 12 months and 47% said it had got worse.

- Respondents said the main ways to reduce congestion were cheaper fares on public transport, more frequent public transport and more reliable public transport.
- Two fifths (45%) thought Local Government were responsible for reducing congestion and 43% said we are all responsible.
- Three quarters of respondents said they would use their car less if there were suitable alternative ways to travel (76%).
- Half the respondents said they could be persuaded to reduce their car use if it helped ease congestion in Cambridge (50%). Online respondents were less likely to say they could be persuaded to reduce their car use if it helped ease congestion in Cambridge.
- The main ways to encourage respondents to use their car less were: more frequent public transport, cheaper fares on public transport, more reliable public transport and more routes on public transport.

Park and Ride

- Half the respondents would like the Park and Ride open later at night (46%) and a fifth would like it open earlier in the morning (20%).
- Nearly all respondents (96%) said the frequency of the Park and Ride bus services was about right.

Bus Services in Cambridgeshire

- The main improvements that would encourage more use of local bus services were: cheaper bus fares, more frequent bus services and more reliable and punctual buses.

Cycling in Cambridge

- The main improvements that would encourage cycling in Cambridge were: more cycle tracks away from busy roads, improved cycle lanes and more/secure cycle parking facilities.

Walking in Cambridge

- The main improvements that would encourage walking of short distance journeys were: improved condition of pavements, improved lighting and more direct walking routes.

Congestion Charging

- A quarter of respondents (26%) said they would carry on as before if a congestion charge was introduced and a fifth said it would not affect them (20%). Half the online respondents said it would cost them more (56%).

- Two thirds (63%) said charging £3 to drive in Cambridge during morning peak would have some effect on reducing congestion. Nearly half the respondents (46%) to the online survey did not think charging £3 would have an effect on reducing congestion.
- Four fifths of respondents (83%) said charging £5 to drive in Cambridge during morning peak would have some effect on congestion. Two thirds (68%) of respondents to the online survey said charging £5 would have an effect on reducing congestion.
- Half the respondents (52%) did not think everyone should pay the same amount for a congestion charge. It was thought residents in Cambridge and disabled residents should pay less.
- Half the respondents said the money raised by congestion charging should be spent on improving bus services in Cambridgeshire (53%). Two fifths wanted the money spent on subsidising bus fares (39%) or improving roads in Cambridgeshire (37%).
- A third of respondents supported the principle of congestion charging (32%) and half (49%) opposed the principle. Two thirds (67%) of online respondents and half the road show respondents (49%) opposed the principle of congestion charging.
- Over half the respondents (55%) would support congestion charging if all revenues raised were spent on improving transport in Cambridgeshire. Three in ten respondents (30%) would oppose congestion charging under this scenario. A similar percentage of road show respondents would support congestion charging under this scenario (60%). Just two fifths of online respondents (41%) said they would support congestion charging under this scenario.
- Two fifths of respondents (44%) would support congestion charging if it was only introduced between 7.30-9.30am, Monday to Friday. Two fifths (39%) would oppose congestion charging under this scenario. Again a similar number of road show respondents would support congestion charging under this scenario (45%). Fewer online respondents would support a congestion charging introduced between 7.30-9.30am, Monday to Friday (28%).
- Nearly two thirds of respondents (59%) would support congestion charging if attractive alternatives were in place for travelling in Cambridge. A quarter of respondents (24%) would oppose congestion charging under this scenario. Road show respondents were most likely to support congestion charging under this scenario – 66% would support. This compares to 50% of online respondents.

1 Introduction

Cambridgeshire County Council commissioned **mruk** research to conduct a survey with residents in Cambridgeshire to ascertain their views on congestion in and around Cambridge and explore improvements needed to public transport.

This report details the findings from the survey.

2 Research Aims and Objectives

The aims of the research were to:

- Explore travel behaviour in Cambridge;
- Establish views on congestion in and around Cambridge;
- Look at improvements needed to transport in Cambridge;
- Gauge public opinion on the principles of congestion charging.

The research was not specifically seeking to establish resident support or opposition for congestion charging in Cambridge.

3 Methodology

There were three stages to the research:

- A face-to-face survey with a random sample of residents across a Cambridgeshire to provide robust results representative of residents across the district;
- An online survey to provide open consultation;
- Face-to-face interviews at road shows organised by Cambridgeshire County Council to consult with attendees.

3.1 Face-to-face Survey

To ensure a representative sample of residents were surveyed, an in-home survey was conducted by face-to-face interview. **mruk** research used its own fieldwork teams of social interviewers all trained to Interviewer Quality Control Scheme Standards (IQCS) in accordance with the Market Research Society.

A total of 1,100 completed interviews were achieved with a random sample of residents across Cambridgeshire. The sample was stratified proportionately by the five districts in Cambridgeshire and quotas were set for age and gender to ensure a proportionate number of residents from each sub-group were interviewed.

If grossed up to represent the views of the total population of residents in Cambridgeshire, the results are accurate to within a sampling error of $\pm 3.0\%$ at the 95% confidence limit.

Fieldwork took place in November and December 2007.

This part of the project aimed to provide robust results with a representative sample to enable comparisons against the other two elements of the research project.

3.2 Road Show Survey

Cambridgeshire County Council organised a series of road shows across the county detailing their transport plans. To ensure attendees to the road shows had an opportunity to express their views, interviewers from **mruk** research attended the road shows and undertook face-to-face interviews. A total of 676 interviews were completed across all road shows. Table 1 shows response by road show.

Table 1: Response by road show

Road Show	Number of interviews
Cowley Road Park and Ride (13/11/07 - AM)	16
Cowley Road Park and Ride (13/11/07 - PM)	22
Royston (15/11/07)	25
Cambridge Shire Hall (15/11/07)	15
St Neots (19/11/07)	19
Cambridge Science Park (23/11/07)	27
Cambourne (26/11/07)	24
Babraham Road Park and Ride (27/11/07 - AM)	18
Babraham Road Park and Ride (27/11/07 - PM)	20
Cambridge Lion Yard (03/12/07)	57
Anglia Ruskin University (04/12/07)	27
Addenbrooke's Hospital (05/12/07)	39
The Guildhall Cambridge (11/12/07)	19
Histon and Impington (12/12/07)	22
Chatteris (10/01/08)	11
March (16/01/08)	8
Newmarket (21/01/08)	22
Sawston (23/01/08)	26
Huntingdon (24/01/08)	17
Cambridge – The Grafton (26/01/08)	55
Cambridge – The Grafton (27/01/08)	36
Trumpington Park and Ride (30/01/08 – AM)	6
Trumpington Park and Ride (30/01/08 – PM)	19
Madingley Road Park and Ride (31/01/08 – AM)	5
Madingley Road Park and Ride (31/01/08 – PM)	10
Ely (05/02/08)	21
Haverhill (06/02/08)	4

Girton (12/02/08)	16
St Ives (13/02/08)	9
Milton (06/03/08)	11
Salvation Army Centre, Cambridge (11/03/08)	4
Emmanuel United Reform Church, Cambridge (13/03/08)	3
Teversham (19/03/08)	14
Cambridge North Area Committee (10/01/08)	7
Cambridge South Area Committee (17/01/08)	9
Cambridge West and Central Area Committee (07/02/08)	7
Cambridge East Area Committee (28/02/08)	6
TOTAL	676

3.3 Online Survey

To ensure all residents had an opportunity to have their say, an online survey was available via the Cambridgeshire County Council website. The survey was available from the 12th November 2007 until the 24th March 2008. A total of 3,200 residents responded to the online survey.

Respondents who could not access to the online survey and wanted to respond to the survey were provided with a self-completion paper questionnaire. The results were entered into the online survey.

The questionnaires were identical for all methodologies. All attempts were made to ensure residents completed the survey by one methodology only.

3.4 Response

Overall, a total of 4,976 residents responded to the survey. Table 2 shows the response by methodology.

Table 2: Response by Methodology

Methodology	Number of interviews	Percentage
In-home	1,100	22%
Road Show	676	13%
Online	3,200	64%
TOTAL	4,976	100%

Table 3 shows response by district.

Table 3: Response by District

AREA	Number of interviews (In-home survey)	% of sample (In-home survey)	Number of interviews (All Methodologies)	% of sample (All Methodologies)
Cambridge City	231	21%	1751	35%
East Cambridgeshire	143	13%	510	10%
Fenland	165	15%	301	6%
Huntingdonshire	308	28%	587	12%
South Cambridgeshire	253	23%	1519	31%
Outside of county	0	0%	308	6%
TOTAL	1,100	100%	4,976	100%

4 Notes to Figures

Throughout this report, the figures show the results as percentages. Base numbers are shown where appropriate. Percentages are rounded to the nearest whole number, and for this reason may not in all cases add exactly to 100. In the figures and tables, respondents who answered 'Don't know' are excluded and we have excluded those who were not eligible to respond to a particular question.

Throughout the report, figures for the in-home survey are reported on first followed by the combined overall results. It should be borne in mind that the in-home survey was a random survey of residents whilst the road show and online survey respondents were self selecting. The online and road show elements also included residents who lived outside Cambridgeshire.

Throughout the report, each question has been analysed by one or more key units of analysis, as follows:

Methodology: Analysis was carried out by methodology of survey (in-home, road show and online).

District: Analysis was carried out by the 5 Cambridgeshire districts and by respondents living outside the county (Cambridge City, East Cambridgeshire, Fenland, Huntingdonshire, South Cambridgeshire and those living outside the county).

Main method of travel in Cambridge: Analysis was carried out by the main method of travel (car – driver or passenger, motorbike, bicycle, public transport, Park and Ride and walking).

Frequency of travel: Analysis was carried out by how frequently the respondent travelled in Cambridge (every day, five days a week – Monday to Friday, more than once twice a

week but not everyday, once or twice a week, once or twice a month, once or twice a year and less than once a year).

Time of usual travel in Cambridge: Analysis was carried out by the time the respondent usually travelled in Cambridge (Between midnight and 6.29am, between 6.30am and 9.29am, between 9.30am and 3.29pm, between 3.30pm and 6.59pm and between 7pm and 11.59pm).

Reason for travel: Analysis was carried out by main reason for travelling in Cambridge (work, school or college, shopping, to visit friends and family, leisure activities and other).

Support or opposition to principle of congestion charging: Analysis was carried out by whether the respondent supports or opposes the principle of congestion charging.

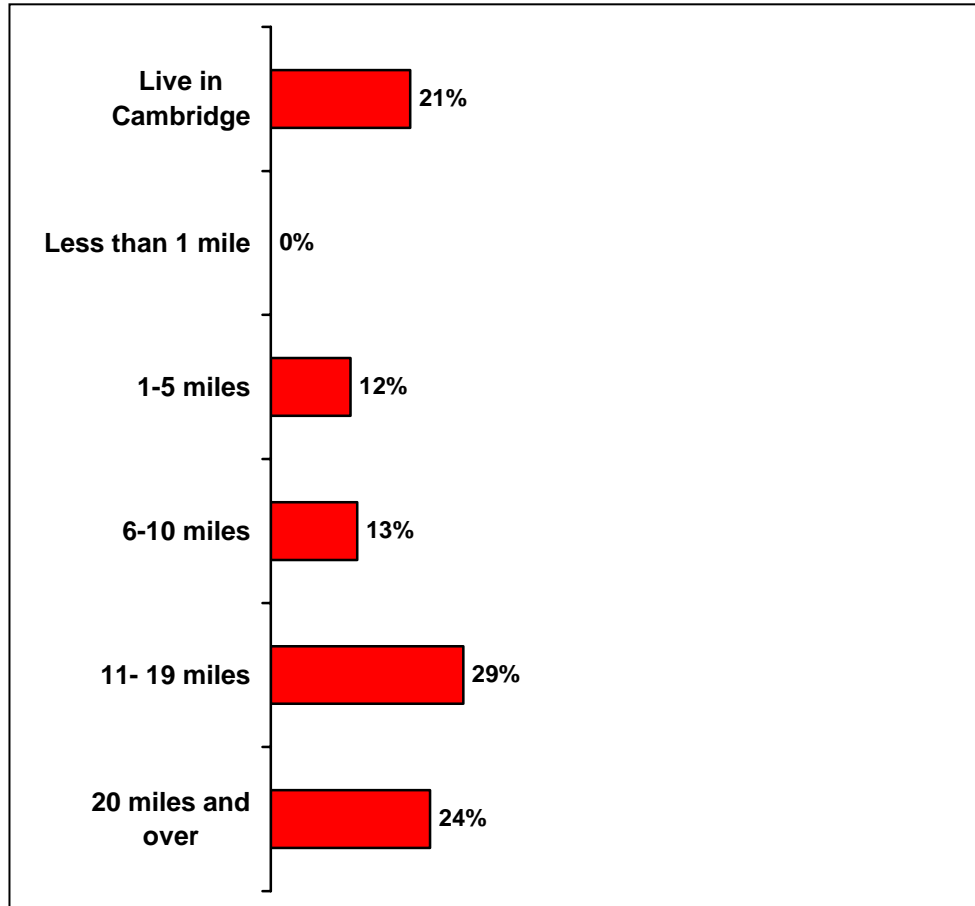
Seriousness of congestion in and around Cambridge: Analysis was carried out by whether the respondent thought congestion was a problem in Cambridge (very serious problem, serious problem, not very serious problem and not at all serious).

Results have been noted where there is a significant difference.

5 Travel Patterns

The questionnaire started by asking respondents about their travel patterns. Respondents were asked how far they lived from Cambridge.

Figure 1: Distance from Cambridge (In-home survey)



Base: 1,089 respondents

A fifth of respondents said they lived in Cambridge (21%). A quarter (25%) lived 1-10 miles outside of Cambridge and over half (53%) said they lived over 10 miles from Cambridge.

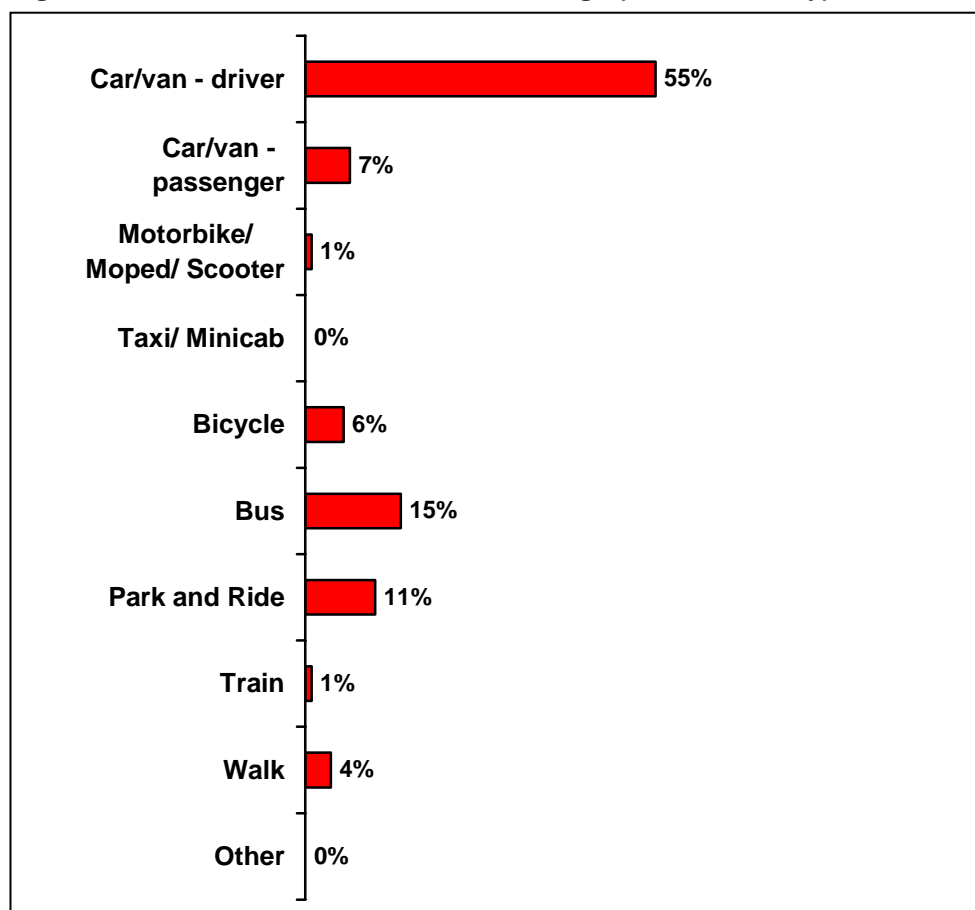
Respondents who completed the online survey were most likely to live in Cambridge (42%).

Table 4: Distance lived from Cambridge (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Live in Cambridge	35%	21%	42%	28%
Less than 1 mile	2%	0%	2%	3%
1-5 miles	14%	12%	14%	22%
6-10 miles	15%	13%	15%	15%
11-19 miles	21%	29%	18%	21%
20 miles and over	13%	24%	10%	11%
Base	4,954	1,089	3,192	673

Respondents were asked about their main method of travel in Cambridge.

Figure 2: Main method of travel into Cambridge (In-home survey)



Base: 1,100 respondents

Car or van was the main method of transport for the majority of respondents. Just over half the respondents said their main method of travel was by car or van as a driver (55%). A

further 7% said their main method was by car or van as a passenger. Fifteen percent of respondents said their main method of travel was by bus and one in ten (11%) used the Park and Ride. Relatively few respondents said cycling (6%), walking (4%) or the train (1%) was their main method of travel.

There was little difference between the results from all survey methods. Those respondents completing an online survey were more likely to say their main method of travel was by bike: 22% compared to 6% in-home respondents and 10% of respondents at road shows.

Table 5: Main method of travel into Cambridge (all methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Car/Van – driver	54%	55%	55%	48%
Car/Van – passenger	5%	7%	4%	2%
Motorbike/Moped/Scooter	1%	1%	1%	2%
Taxi/Minicab	0%	0%	0%	18%
Bicycle	18%	6%	22%	10%
Bus	9%	15%	6%	13%
Park and Ride	7%	11%	4%	1%
Train	1%	1%	1%	6%
Walk	5%	4%	5%	0%
Other	1%	0%	1%	0%
Do not travel into Cambridge	0%	0%	0%	0%
Base	4,976	1,100	3,200	676

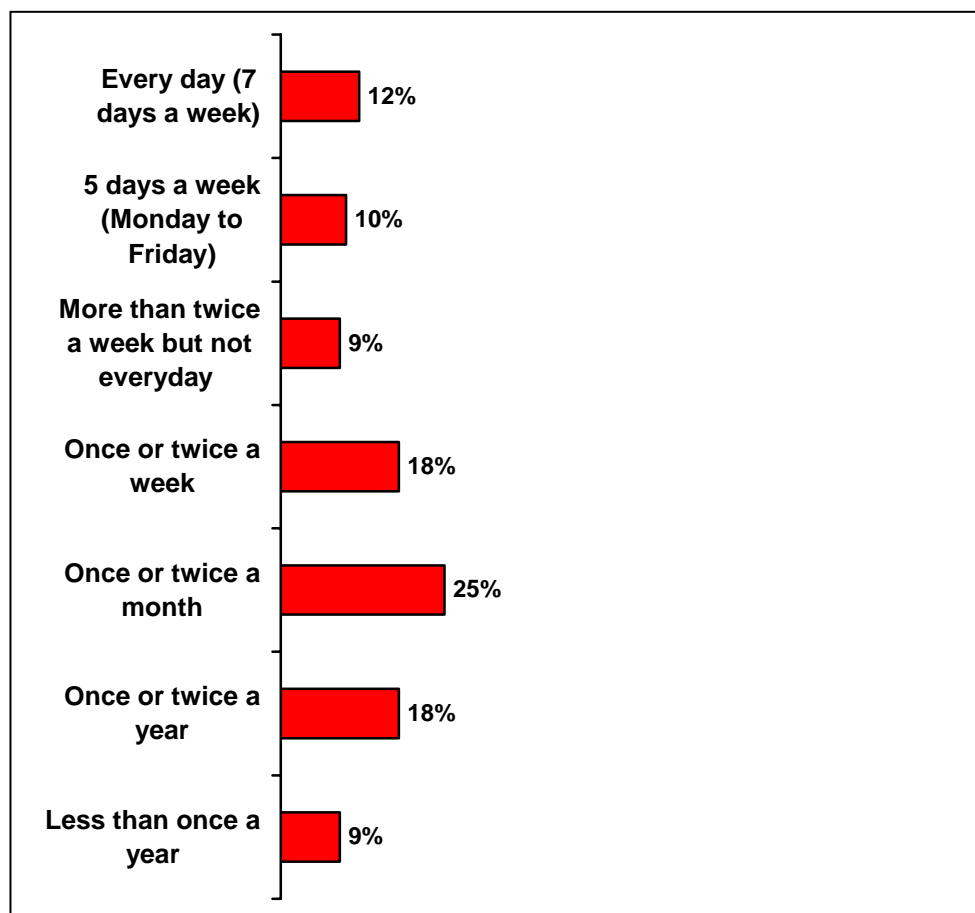
A third of respondents living in Cambridge City said a bicycle was their main method of travel in Cambridge (36%). Respondents in Cambridge were least likely to say their main method of travel was by car (as a driver or passenger): 39% compared to 59% overall.

Residents were asked how often they usually travelled in Cambridge.

A quarter of respondents said they travelled in Cambridge once or twice a month (25%). One in ten respondents travelled in seven days a week (12%) or five days a week, Monday to Friday (10%). One in ten (9%) said they travelled in Cambridge less than once a year.

Respondents completing the online and road show surveys were more likely to travel in Cambridge at least five days a week (70% of online respondents and 53% of road show respondents compared to 22% of those completing an in-home survey).

Figure 3: Frequency of travel into Cambridge (In-home survey)



Base: 1,100 respondents

Table 6: Frequency of travel into Cambridge (all methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Everyday (7 days week)	27%	12%	32%	26%
5 days a week (Monday to Friday)	30%	10%	38%	27%
More than twice a week but not everyday	11%	9%	12%	15%
Once or twice a week	13%	18%	10%	18%
Once or twice a month	12%	25%	7%	12%
Once or twice a year	5%	18%	1%	3%
Less than once a year	2%	9%	0%	0%
Base	4,976	1,100	3,200	676

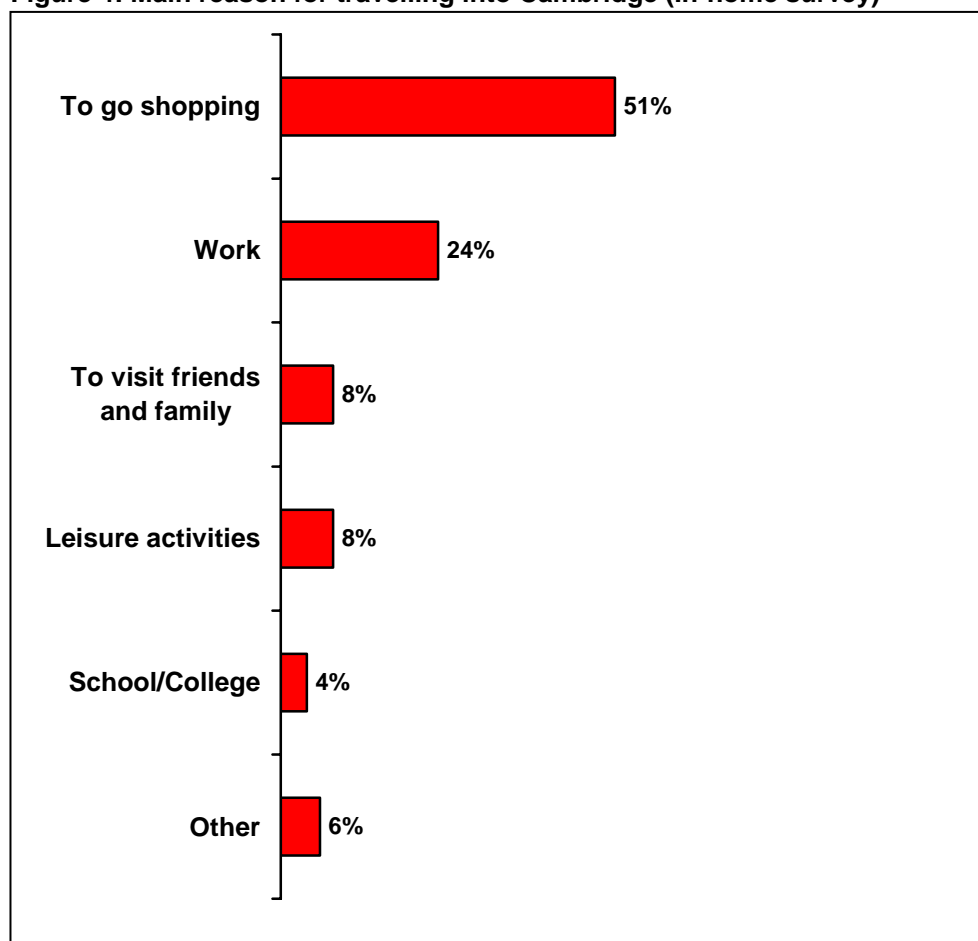
A quarter of respondents in Fenland said they travelled in Cambridge once or twice a year (25%) and a further 14% said they travelled less than once a year.

Two fifths of respondents who travel in Cambridge every day said they mainly travelled by bicycle (39% compared to 18% overall).

Over half the respondents living outside the county (56%) said they travelled in Cambridge five days a week (Monday to Friday) which would indicate these respondents work in Cambridge.

Respondents were asked for their main reason for travelling in Cambridge.

Figure 4: Main reason for travelling into Cambridge (In-home survey)



Base: 1,100 respondents

Half the respondents said their main reason for travelling in Cambridge was for shopping (51%). A quarter said they travelled in for work purposes (24%). One in ten said their main reason for travelling in Cambridge was to visit friends and family (8%) or for leisure activities (8%). Just 4% said the main reason for travelling was for school or college.

The majority of respondents completing the online survey (71%) and the road show survey (49%) said the main reason for travel was for work purposes.

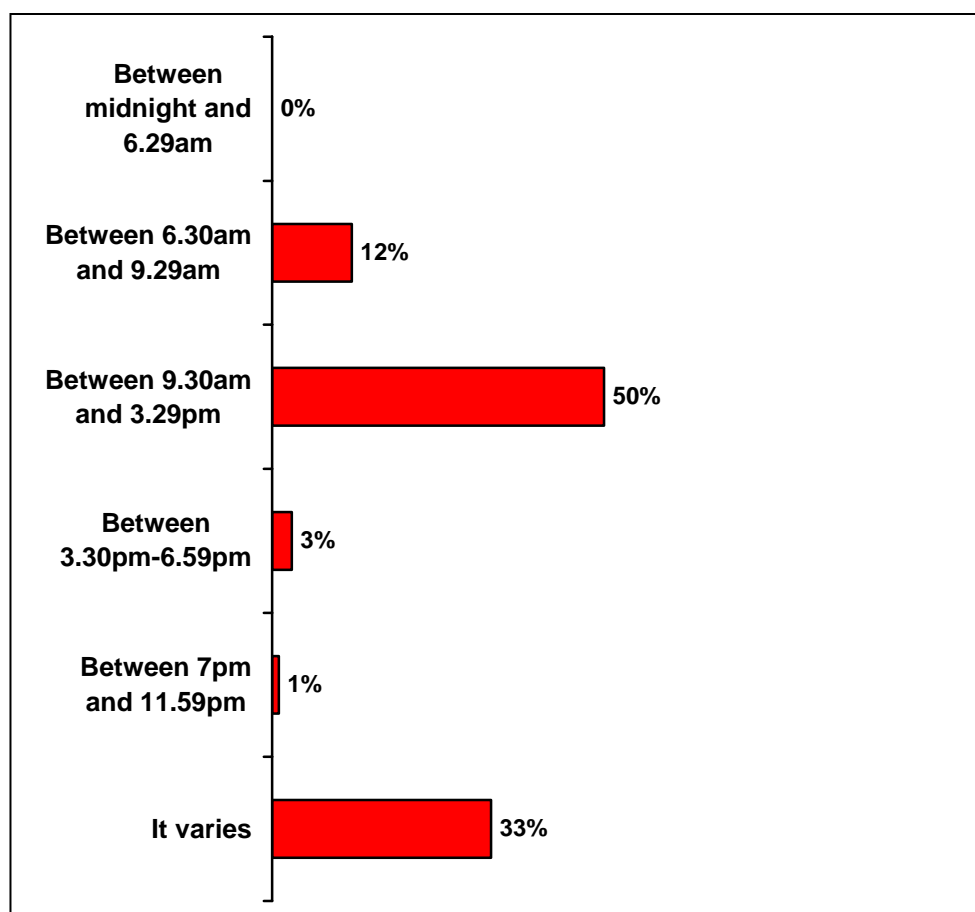
Three quarters of respondents who lived outside the county said their main reason for travelling in was for work purposes (75%). Half the respondents living in Cambridge say their main reason for travel is school or college (50%).

Table 7: Main reason for travelling into Cambridge (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Work	58%	24%	71%	49%
To go shopping	23%	51%	12%	26%
Leisure activities	7%	8%	6%	9%
School/College	4%	4%	4%	5%
To visit friends and family	4%	8%	3%	7%
Other	5%	6%	5%	4%
Base	4,976	1,100	3,200	676

Respondents were asked at what time of the day they usually travel in Cambridge.

Figure 5: Time of day respondent usually travels in Cambridge (In-home survey)



Base: 1,097 respondents

Half the respondents (50%) said they usually travel between 9.30am and 3.29pm. One in ten travel in the morning between 6.30am and 9.29am (12%). A third said the time they travel varies (33%). None of the respondents travelled between midnight and 6.29am.

As the majority of respondents who completed an online survey said their main reason for travelling was work, it is not surprising that 51% said they usually travel between 6.30am and 9.29am. Nearly half the respondents who completed a survey at a road show said the time they travel varies (47%).

Table 8: Time of day respondent usually travels in Cambridge (All methodologies)

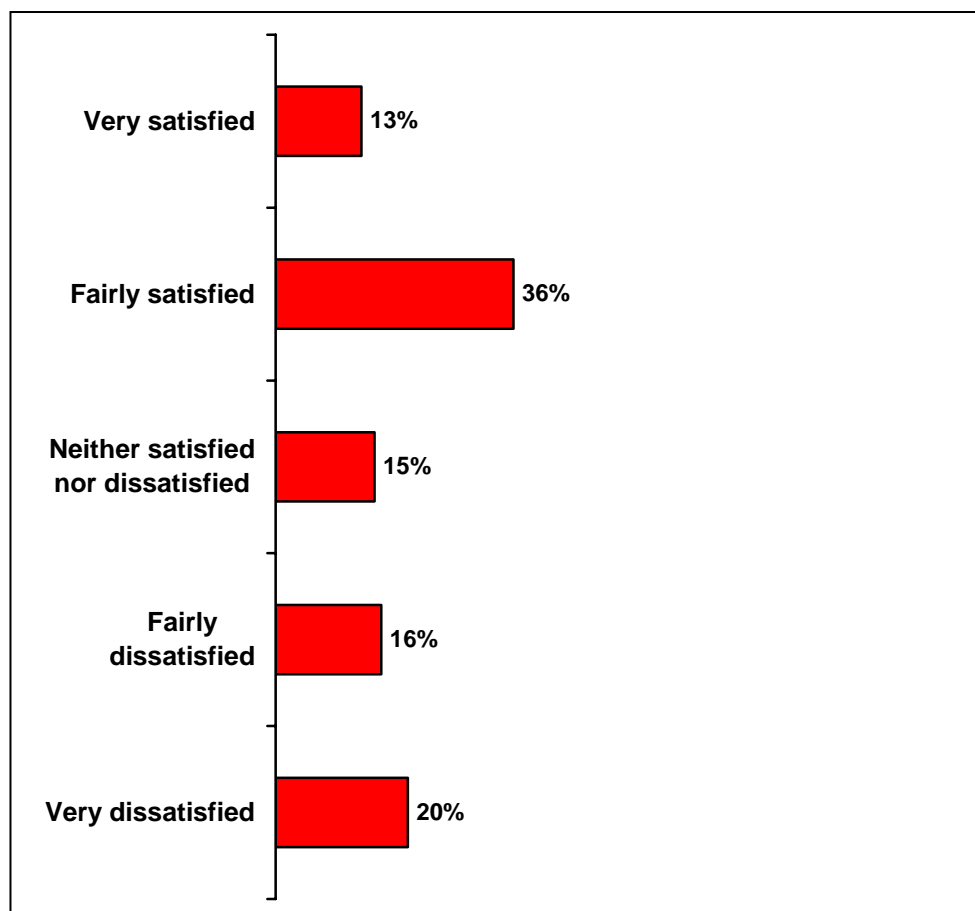
	All (%)	In-home (%)	Online (%)	Road show (%)
Between midnight and 6.29am	0%	0%	0%	0%
Between 6.30am – 9.29am	38%	12%	51%	20%
Between 9.30am – 3.29pm	24%	50%	14%	29%
Between 3.30pm – 6.59pm	3%	3%	3%	3%
Between 7pm – 11.59pm	1%	1%	2%	1%
It varies	33%	33%	31%	47%
Base	4,963	1,097	3,194	672

Finally in this section, respondents were asked to rate their overall satisfaction with public transport available in their local area.

Half the respondents (49%) said they were satisfied with public transport in their local area: 13% were very satisfied and 36% were fairly satisfied. A further 38% of respondents said they were dissatisfied with 20% stating they were very dissatisfied.

Satisfaction with public transport was highest with those respondents who travel once a month or less: 40% expressed satisfaction compared to 28% overall.

Figure 6: Overall satisfaction with public transport in local area (In-home survey)



Base: 887 respondents

Two thirds of respondents completing the online survey were dissatisfied with public transport: 61% compared to 47% completing the online survey and 38% completing the in-home survey.

Table 9: Overall satisfaction with public transport in local area (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Very satisfied	6%	13%	3%	10%
Fairly satisfied	22%	36%	17%	28%
Neither satisfied nor dissatisfied	18%	15%	20%	15%
Fairly dissatisfied	24%	16%	27%	23%
Very dissatisfied	30%	20%	34%	24%
Base	4,554	887	3,047	620

There was little difference in the results between districts.

Table 10: Overall satisfaction with public transport in local area by district

	Cambridge City (%)	East Cambs (%)	Fenland (%)	Huntingdonshire (%)	South Cambs (%)
Very satisfied	5%	5%	8%	9%	6%
Fairly satisfied	24%	23%	25%	24%	20%
Neither satisfied nor dissatisfied	23%	18%	13%	14%	15%
Fairly dissatisfied	25%	20%	25%	19%	26%
Very dissatisfied	24%	34%	30%	34%	32%
Base	1,627	468	236	480	1,462

Two thirds of respondents who oppose the principle of congestion charging said they were dissatisfied with public transport in their local area (61%).

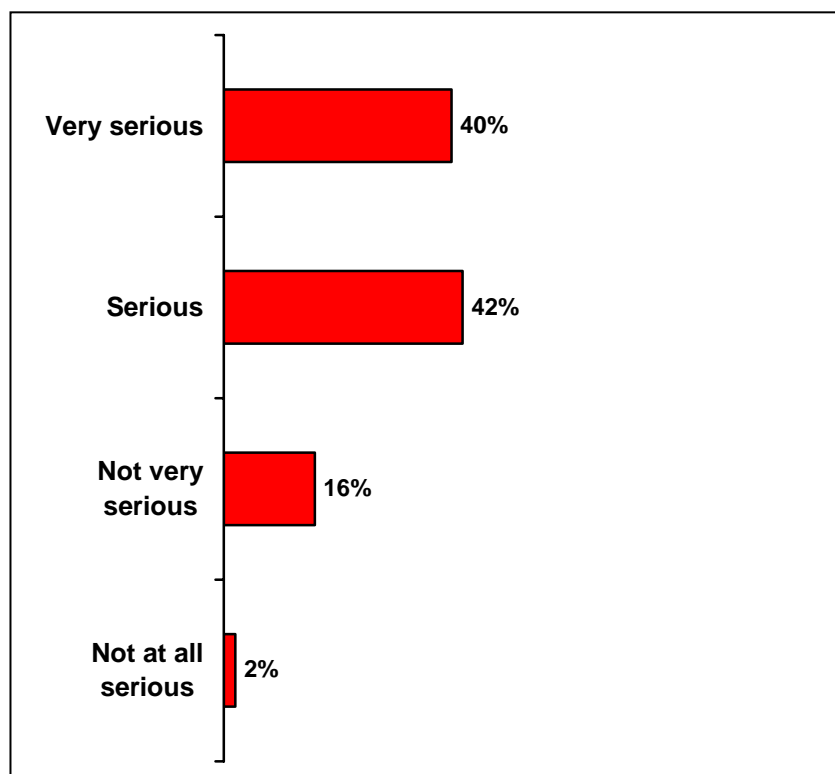
Nearly half the respondents aged 60 years and over said they were satisfied with public transport available in their area: 44% compared to 28% overall.

Respondents who travel in Cambridge between 9.30am and 3.29pm were most satisfied: 45% compared to 28% overall.

6 Attitudes Towards Congestion

Respondents were then asked about the amount of traffic on the roads in and around Cambridge and the level of congestion. Respondents were asked how serious they thought congestion was in and around Cambridge

Figure 7: Seriousness of congestion in and around Cambridge (In-home survey)



Base: 1,065 respondents

Nearly all respondents (82%) thought congestion was a serious problem in Cambridge: 40% said it was a very serious problem and 42% said it was a serious problem.

Respondents completing the online survey were less likely to say congestion was a very serious problem: 25% compared to 38% of respondents completing a road show survey and 40% completing an in-home survey.

Table 11: Seriousness of congestion in and around Cambridge (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Very serious	30%	40%	25%	38%
Serious	47%	42%	49%	46%
Not very serious	21%	16%	24%	14%
Not at all serious	2%	2%	3%	2%
Base	4,900	1,065	3,175	660

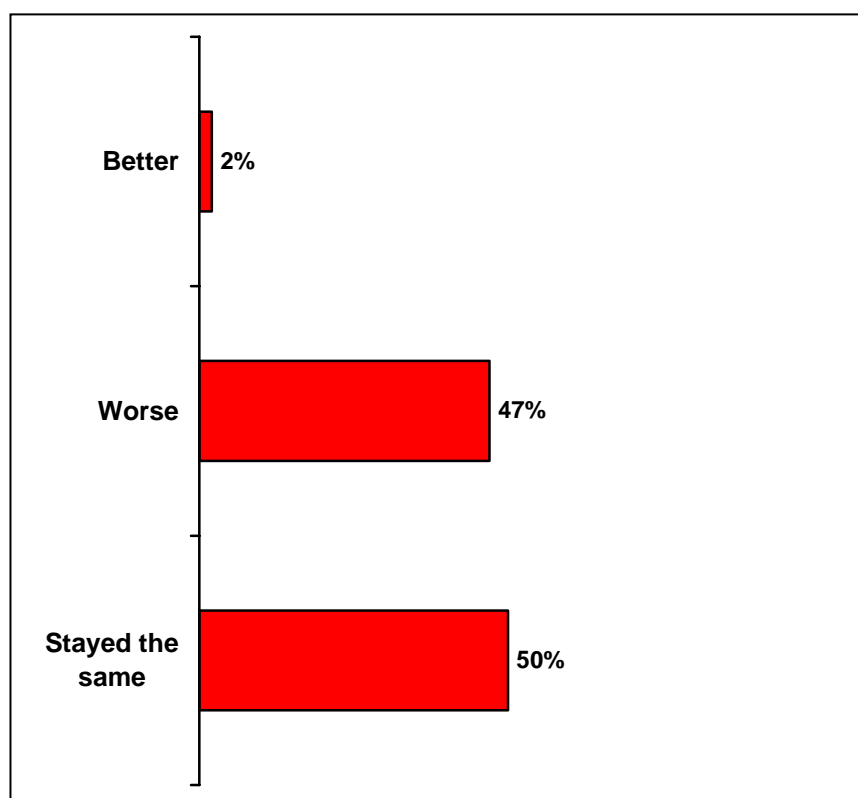
Respondents in Huntingdonshire (85%) and Fenland (82%) were most likely to think congestion in and around Cambridge was a serious problem. Three quarters of respondents in Cambridge (77%) think congestion is a serious problem.

A third of respondents who oppose the principle of congestion charging did not think congestion was a serious problem in Cambridge (32%).

Respondents who travel in Cambridge once or twice a year or less were more likely to think congestion was a serious problem: 89% compared to 77% overall.

Respondents were asked whether they thought congestion in and around Cambridge had got better, worse or stayed the same in the last twelve months.

Figure 8: How congestion has changed over the last 12 months (In-home survey)



Base: 964 respondents

Half the respondents thought levels of congestion had stayed the same (50%) and half said congestion had got worse (47%). Just 2% said congestion had got better in the last twelve months.

Respondents completing the online survey were more likely to say congestion had got worse: 60% compared to 50% of in-home survey respondents and 50% of road show respondents.

Over half the respondents (58%) who support the principle of congestion charging said they thought congestion had got worse in Cambridge.

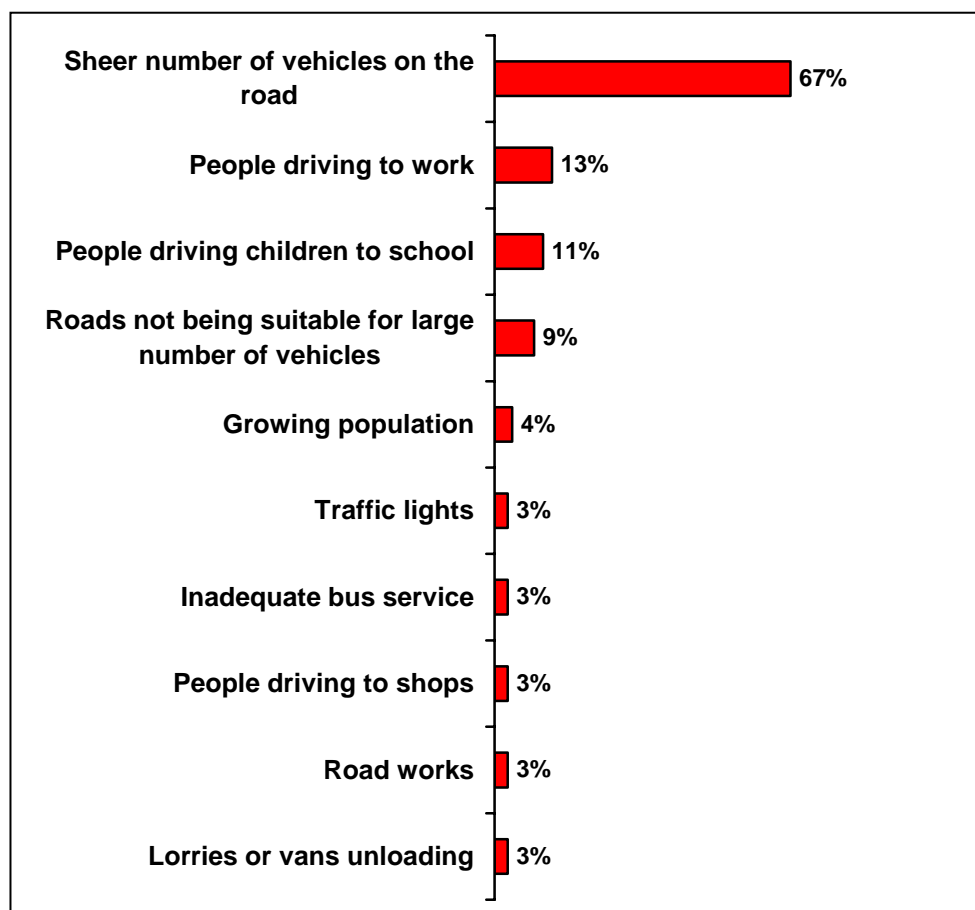
Respondents who travel in Cambridge once or twice a year or less were more likely to think congestion had got worse: 56% compared to 40% overall.

Table 12: How congestion has changed over the last 12 months (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Better	4%	2%	4%	5%
Worse	40%	47%	36%	45%
Stayed the same	57%	50%	60%	50%
Base	4,561	964	2,972	625

Respondents were asked what they thought caused congestion in Cambridge. Respondents were not prompted at this question.

Figure 9: Causes of congestion in Cambridge (In-home survey)



Base: 1,032 respondents. Results do not total 100% as respondents could provide more than one answer.

The majority of respondents (67%) said congestion was caused by the sheer number of cars on the roads in Cambridge. One in ten said the following caused congestion: people driving to work (13%), people driving children to school (11%) and roads not being suitable for large number of cars (9%).

Other suggestions were:

- Accidents (2%);
- Bad or illegal parking (2%);
- Bus lanes (2%);
- Single occupancy vehicles (2%);
- Buses stopping (1%);
- Bad drivers (1%);
- Building works in Cambridge (1%);
- One way systems in Cambridge (1%).

Three in ten respondents who completed an online survey or a survey at a road show said congestion was caused by people driving children to schools (29% and 28% compared to 11% of in-home survey respondents).

Table 13: Causes of congestion in Cambridge (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Sheer number of vehicles on the road	33%	67%	17%	56%
People driving children to school	25%	11%	29%	28%
Inadequate bus service	13%	3%	17%	6%
People driving to work	12%	13%	10%	17%
Traffic lights	11%	4%	13%	9%
Roads not being suitable for large number of cars	11%	9%	13%	10%
Price of public transport	4%	0%	6%	0%
People driving to shops	3%	3%	2%	7%
Road works	3%	3%	2%	5%
People travelling at the same time	3%	0%	4%	0%
Bus lanes	3%	2%	4%	3%
People not using alternatives routes/methods of transport	3%	0%	5%	1%
Single occupancy vehicles	3%	2%	4%	1%
Lorries or vans unloading	2%	3%	2%	3%
Growing population	2%	2%	3%	1%
Lack of alternatives	2%	0%	4%	0%
Housing growth	2%	0%	4%	9%
Base	4,864	1,032	3,168	664

Respondents were asked what they thought could be done to reduce congestion in Cambridge.

Nearly half the respondents (46%) said cheaper fares on public transport would help reduce congestion. Two fifths said more frequent public transport (40%) or more reliable public transport (37%). A third of respondents would like more or better routes on public transport (33%).

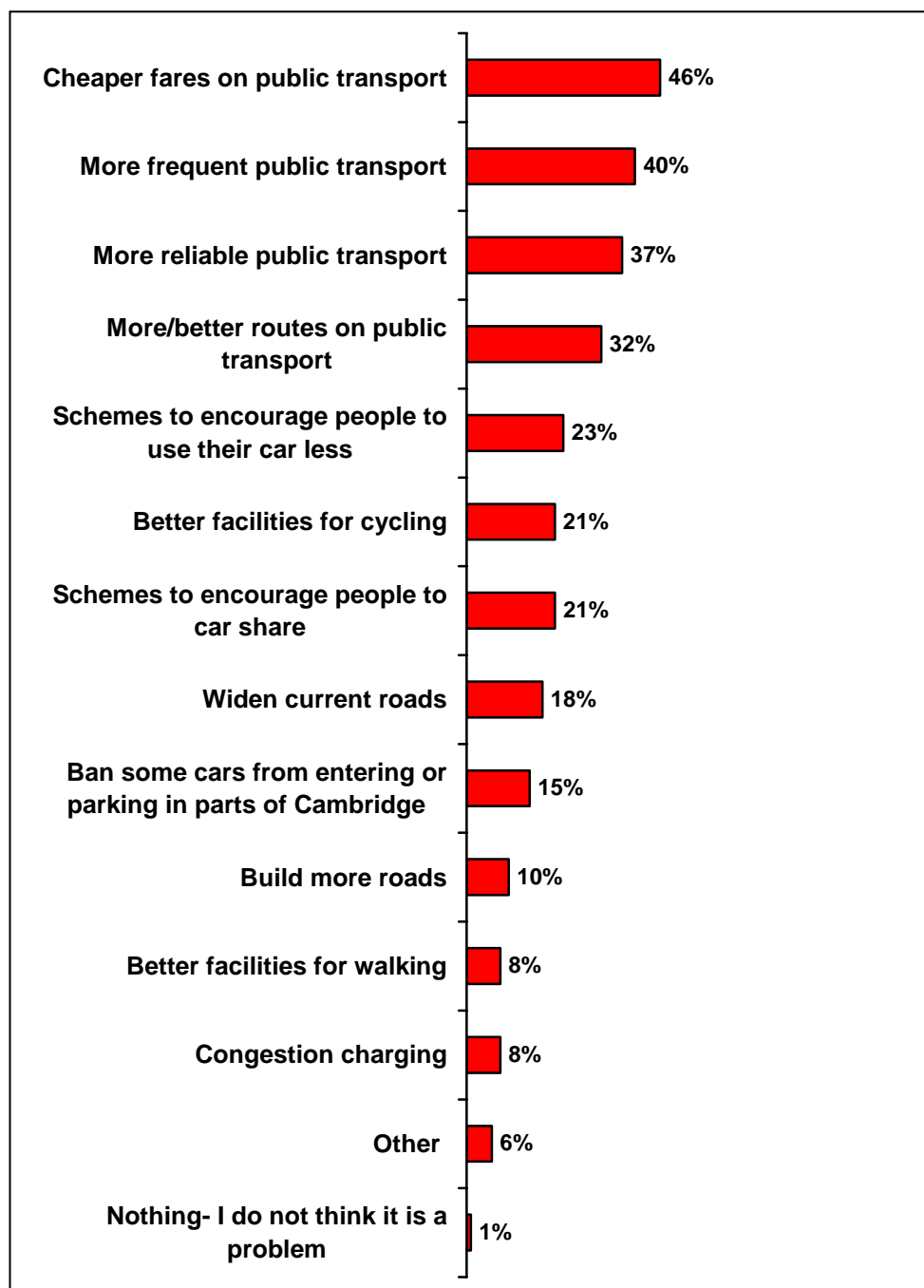
Around one in five thought the following would help reduce congestion in Cambridge: schemes to encourage people to use their car less (23%), schemes to encourage people to car share (21%), better cycling provision (21%) and widening current roads (18%).

One in ten (8%) thought a congestion charge would reduce congestion in Cambridge.

Online respondents were more likely to think improvements to public transport would reduce congestion than in-home and road show respondents. Half the online respondents (50%) thought better facilities for cycling would reduce congestion.

Over half the respondents who supported the principle of congestion charging wanted better facilities for cycling (57% compared to 42% overall) and a third wanted better facilities for walking (34% compared to 23% overall).

Figure 10: What should be done to reduce congestion in Cambridge (In-home survey)



Base: 1,060 respondents. Results do not total 100% as respondents could give more than one answer.

Table 14: What should be done to reduce congestion in Cambridge (All methodologies)

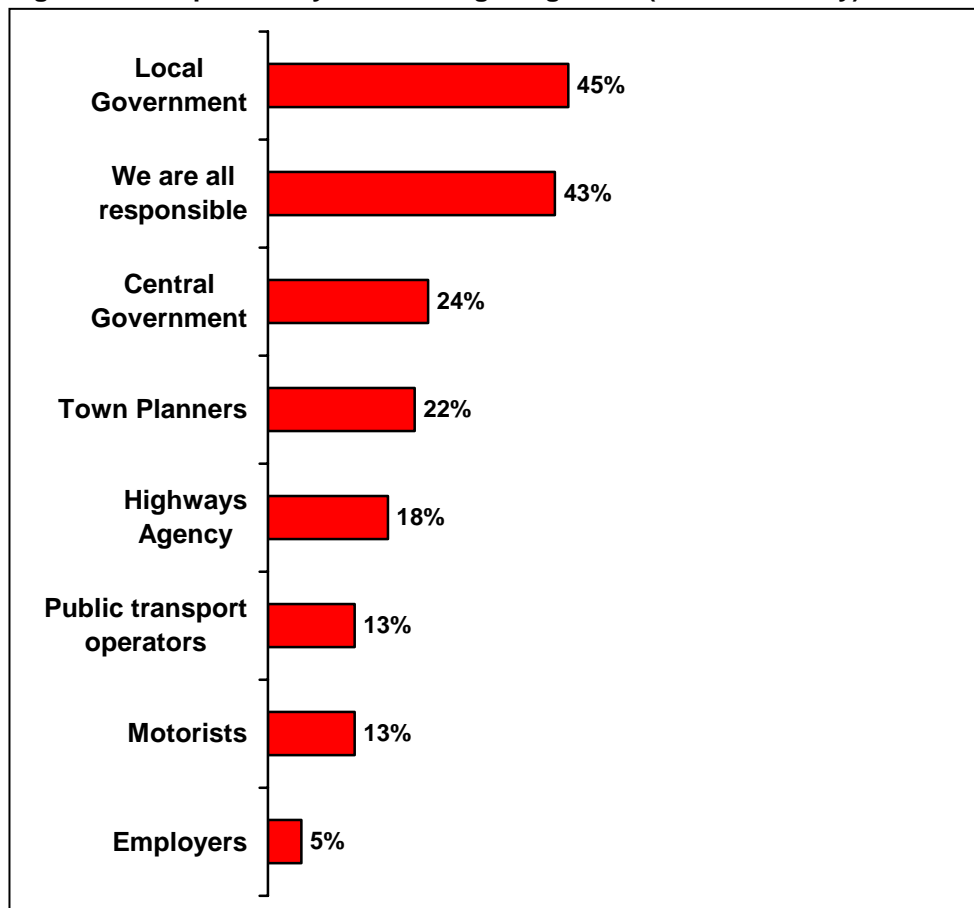
	All (%)	In-home (%)	Online (%)	Road show (%)
Cheaper fares on public transport	60%	46%	67%	50%
More/better routes on public transport	56%	32%	66%	45%
More reliable public transport	55%	37%	62%	50%
More frequent public transport	55%	40%	61%	53%
Better facilities for cycling	42%	21%	50%	39%
Schemes to encourage people to use their car less	32%	23%	34%	34%
Schemes to encourage people to car share	28%	21%	30%	29%
Widen current roads	23%	18%	26%	17%
Better facilities for walking	23%	8%	29%	20%
Ban some cars from entering or parking in parts of Cambridge	21%	15%	22%	22%
Congestion charging	16%	8%	18%	23%
Build more roads	13%	10%	14%	9%
Other	16%	6%	24%	12%
Nothing - I do not think it is a problem	2%	1%	2%	2%
Base	4,898	1,060	3,173	665

Other ways to reduce congestion suggested by all respondents were:

- Improved school buses (3%);
- Fewer traffic lights (2%);
- More Park and Rides (2%);
- Encouraging more flexible working hours (1%);
- Re-opening train tracks (1%);
- Moving big shops to the countryside (1%);
- Improving the design of road layouts and junctions (1%);
- More/better bus lanes (1%);
- Encouraging parents to walk children to school (1%).

Respondents were asked who they thought was responsible for reducing congestion.

Figure 11: Responsibility for reducing congestion (In-home survey)



Base: 1,059 respondents. Results do not total 100% as respondents could give more than one answer.

Two fifths of respondents said Local Government was responsible for reducing congestion (45%). Two fifths of respondents said we are all responsible for reducing congestion (43%).

A quarter of respondents said Central Government (24%) were responsible and a fifth said Town Planners (22%) and the Highways Agency (18%) were responsible for reducing congestion.

Just one in ten said motorists (13%) or public transport operators (13%) were responsible for reducing congestion.

Respondents completing an online survey were more likely than other respondents to say Town Planners (47%), Highways Agency (29%), public transport operators (28%) and employers (18%) were responsible. Online and road show respondents were more likely to say motorists were responsible: 25% and 19% compared to 13% of in-home respondents.

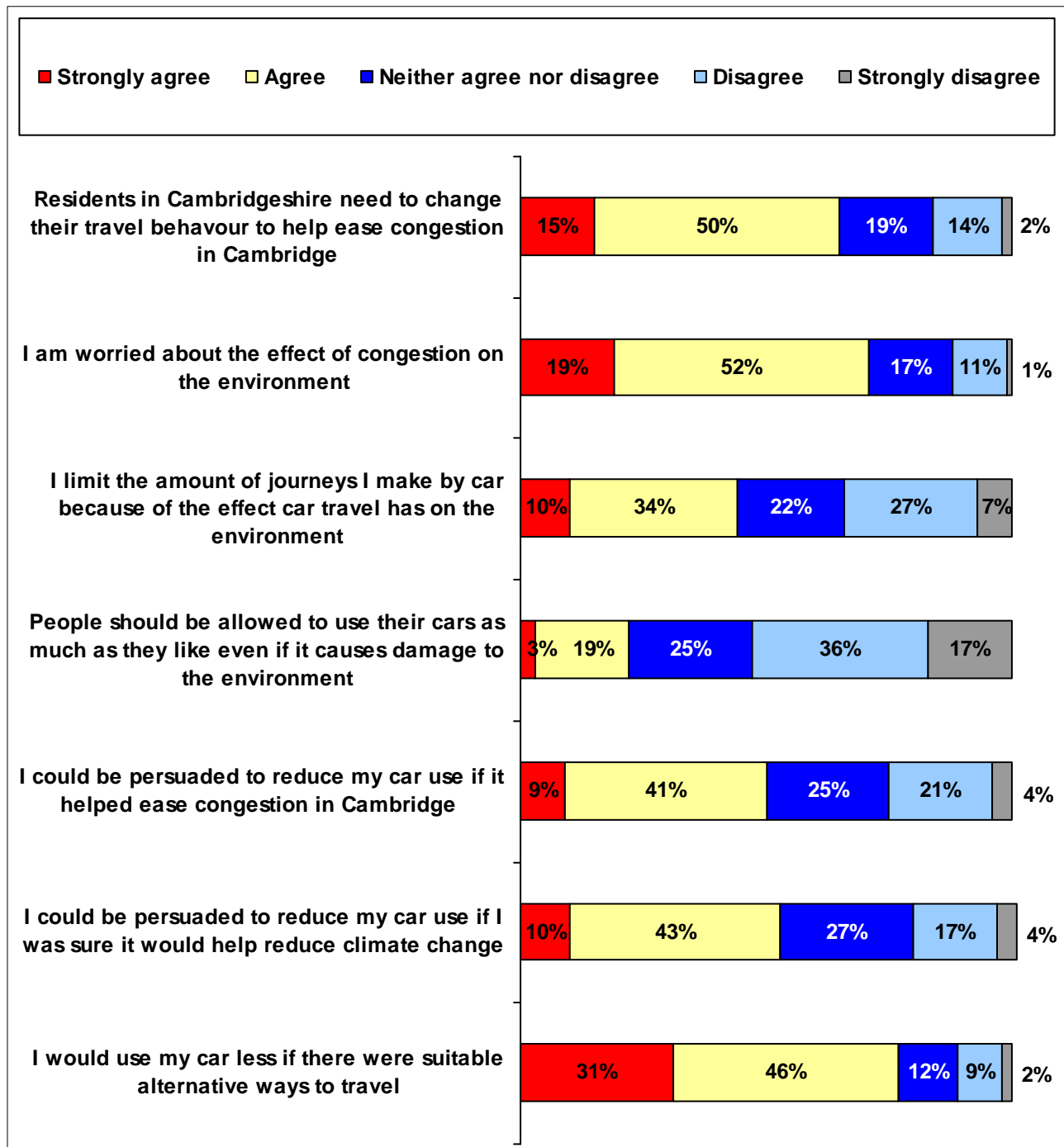
Table 15: Responsibility for reducing congestion (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Local Government	56%	45%	60%	54%
We are all responsible	49%	43%	52%	48%
Town Planners	39%	22%	47%	31%
Central Government	28%	24%	30%	28%
Highways Agency	25%	18%	29%	19%
Public transport operators	24%	13%	28%	19%
Motorists	22%	13%	25%	19%
Employers	15%	5%	18%	13%
Other	1%	0%	1%	2%
Base	4,863	1,059	3,141	663

Respondents were then given a range of statements and asked to what extent they agreed with each statement.

- Two thirds agreed that residents in Cambridgeshire need to change their travel behaviour to help ease congestion in Cambridge (65%). Just 16% disagreed with this statement.
- Seven in ten respondents said they were worried about the effect of congestion on the environment (70%). Just 12% disagreed.
- Less than half the respondents (44%) said they limited the amount of journeys they make by car because of the effect car travel has on the environment. A third (34%) disagreed with this statement.
- Only a fifth of respondents (22%) agreed that people should be allowed to use their cars as much as they like, even if it causes damage to the environment. Half the respondents disagreed with this statement (53%).
- Half the respondents said they could be persuaded to reduce their car use if it helped ease congestion in Cambridge (50%). A quarter disagreed with this statement (25%).
- Just over half the respondents said they could be persuaded to reduce their car use if they were sure it would help reduce climate change (53%). A fifth (21%) disagreed with this statement.
- Three quarters of respondents said they would use their car less if there were suitable alternative ways to travel (76%). Just one in ten (12%) disagreed with this statement.

Figure 12: Extent Agree with Statement (In-home survey)



Base: varies

Online respondents were less likely to say they were worried about the effect of congestion on the environment: 60% compared to 70% of in-home respondents and 71% of road show respondents.

When compared to respondents from other methodologies, online respondents were less likely to say they could be persuaded to reduce their car use if it helped ease congestion in Cambridge (36% compared to 50% in-home and 52% road show respondents) or they could be persuaded to reduce their car use if they were sure it would help reduce climate change (39% compared to 53% in-home and 50% of road show respondents).

Table 16: Agreement with Statements (All methodologies)

	All (% agree)	In-home (% agree)	Online (% agree)	Road show (% agree)
Residents in Cambridgeshire need to change their travel behaviour to help ease congestion in Cambridge	60%	65%	57%	68%
I am worried about the effect of congestion on the environment	64%	70%	60%	71%
I limit the amount of journeys I make by car because of the effect car travel has on the environment	44%	44%	43%	49%
People should be allowed to use their cars as much as they like, even if it causes damage to the environment	20%	22%	20%	14%
I could be persuaded to reduce my car use if it helped ease congestion in Cambridge	41%	50%	36%	52%
I could be persuaded to reduce my car use if I was sure it would help reduce climate change	44%	53%	39%	50%
I would use my car less if there were suitable alternative ways to travel	82%	76%	83%	83%

Nearly all the respondents who supported the principle of congestion charging agreed residents in Cambridgeshire needed to change their travel behaviour to help ease congestion in Cambridge (89%) and agreed they were worried about the effect of congestion on the environment (87%). Just a third of those opposed to congestion charging said they limited the amount of journeys they make by car because of the effect car travel has on the environment: 34% compared to 65% of respondents who support the principle of congestion charging.

Over half the respondents who said congestion was not a serious problem in Cambridge said they did not worry about the effect of congestion on the environment (55%) and did not limit the amount of journeys they make by car because of the effect car travel has on the environment (49%).

Twice as many supporters of the principle of congestion charging disagreed people should be allowed to use their cars as much as they like even if it causes damage to the environment: 82% compared to 42% of respondents who do not support congestion charging.

Just one in three respondents who oppose congestion charging said they could be persuaded to reduce car use if it helped ease congestion in Cambridge (29% compared to 41% overall) or if it would help reduce climate change (33% compared to 44% overall).

Cyclists and pedestrians were most likely to say residents in Cambridgeshire need to change their travel behaviour to help ease congestion (80% and 72% compared to 60% overall) and were most likely to limit the amount of journeys they make (69% and 63% compared to 44% overall).

A quarter of respondents (24%) who do not think congestion is a serious problem disagreed they would use their car less if there were suitable alternative ways to travel.

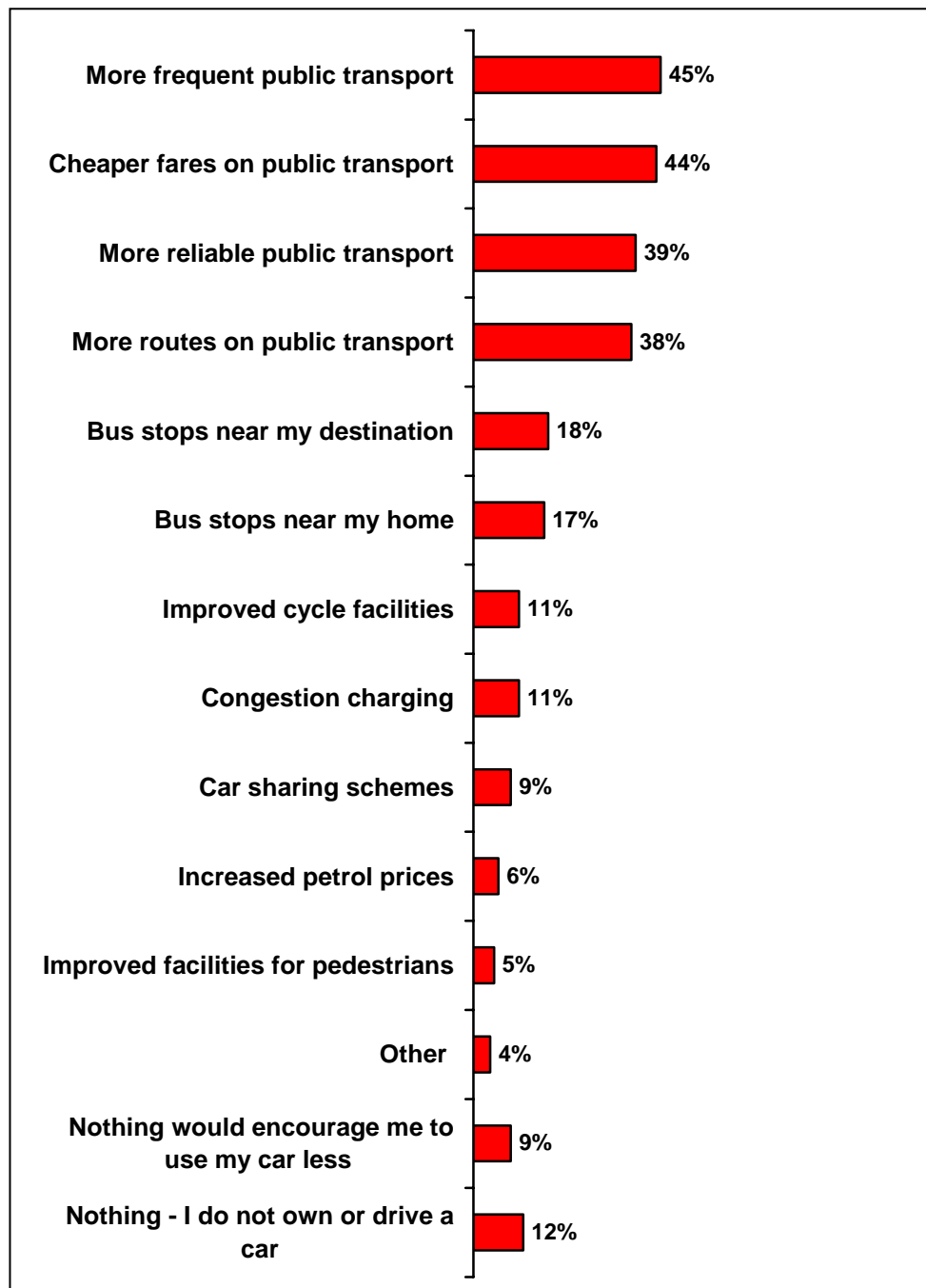
Respondents were asked what would encourage them to use their car less.

Improved public transport is the main way to encourage respondents to use their car less. Nearly half the respondents said they would use their car less if there was more frequent public transport (45%) or cheaper fares on public transport (44%). Two fifths said they would use their car less if there was more reliable public transport (39%) or more routes on public transport (38%).

A fifth would use their car less if there were bus stops near their destination (18%) or near their home (17%). One in ten said improved cycling facilities (11%) and car sharing schemes (9%) would encourage them to use their car less.

One in ten (11%) said a congestion charge would encourage them to use their car less.

Figure 13: Ways to encourage respondents to use their car less (In-home survey)



Base: 1,086 respondents. Results do not total 100% as respondents could give more than one answer.

Online respondents were most likely to say that improvements to public transport would encourage them to use their car less. Three out of five said more frequent public transport (59%), more reliable public transport (59%), cheaper fares (58%) and more routes (58%) would encourage them to use their car less.

A third of respondents (33%) who completed the online survey said improved cycle facilities would encourage them to use their car less. This compares to 24% of road show respondents and 11% of in-home respondents.

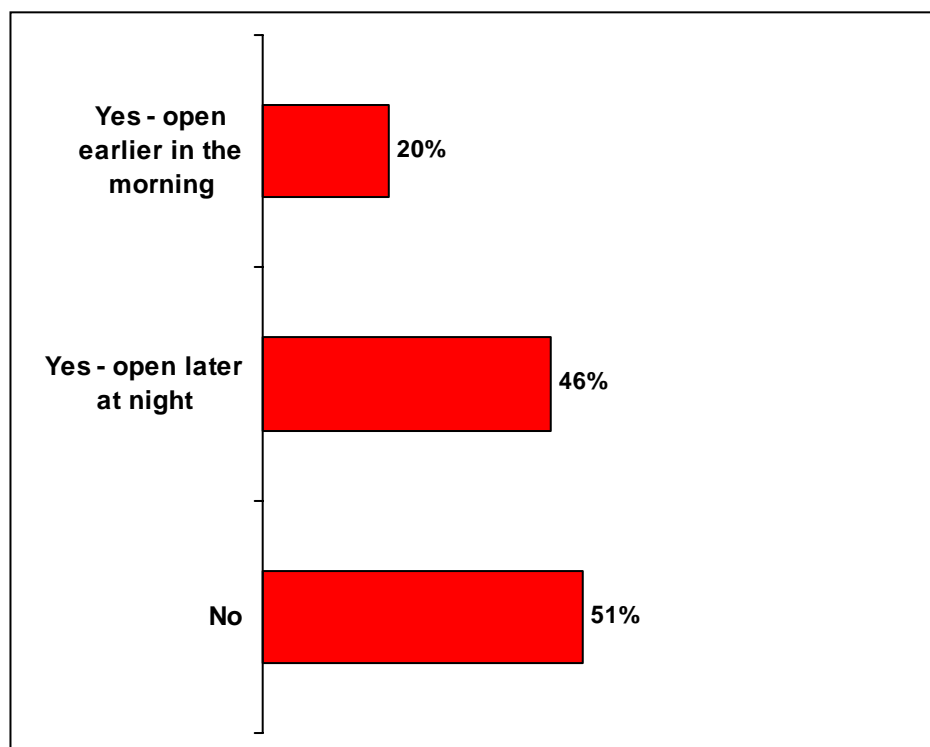
Table 17: Ways to encourage respondents to use their car less (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
More frequent public transport	55%	45%	59%	56%
Cheaper fares on public transport	53%	44%	58%	43%
More reliable public transport	53%	39%	59%	50%
More routes on public transport	52%	38%	58%	48%
Bus stops near my destination	31%	18%	37%	25%
Bus stops near my home	27%	17%	32%	21%
Improved cycle facilities	27%	11%	33%	24%
Congestion charging	13%	11%	12%	18%
Improved facilities for pedestrians	13%	5%	16%	11%
Car sharing schemes	10%	9%	10%	13%
Nothing – I do not own or drive a car	9%	12%	7%	8%
Increased petrol prices	8%	6%	8%	11%
Nothing would encourage me to use my car less	6%	9%	16%	6%
Other	10%	4%	8%	6%
Base	4,856	1,086	3,099	671

7 Park and Ride

The next section looked at the Park and Ride Schemes operating in Cambridge. The current scheme operates between 7am and 8pm. Respondents were asked if they would like to see the opening hours extended.

Figure 14: Extension of opening hours of the Park and Ride Scheme (In-home survey)



Base: 991 respondents. Results do not total 100% as respondents could give more than one answer.

Nearly half the respondents said they would like the Park and Ride open later at night (46%). A fifth said they would like the scheme open earlier in the morning (20%). Half the respondents did not want the opening hours extended (51%).

Seven in ten respondents completing the online survey (72%) and the road show survey (69%) said they would like the Park and Ride open later at night. Two fifths of online respondents (42%) and a third of road show respondents (34%) would like the Park and Ride open earlier in the morning.

Half the respondents in Fenland (52%) did not want to see the hours of Park and Ride extended. Half the respondents living outside the county would like Park and Ride open earlier in the morning (46%).

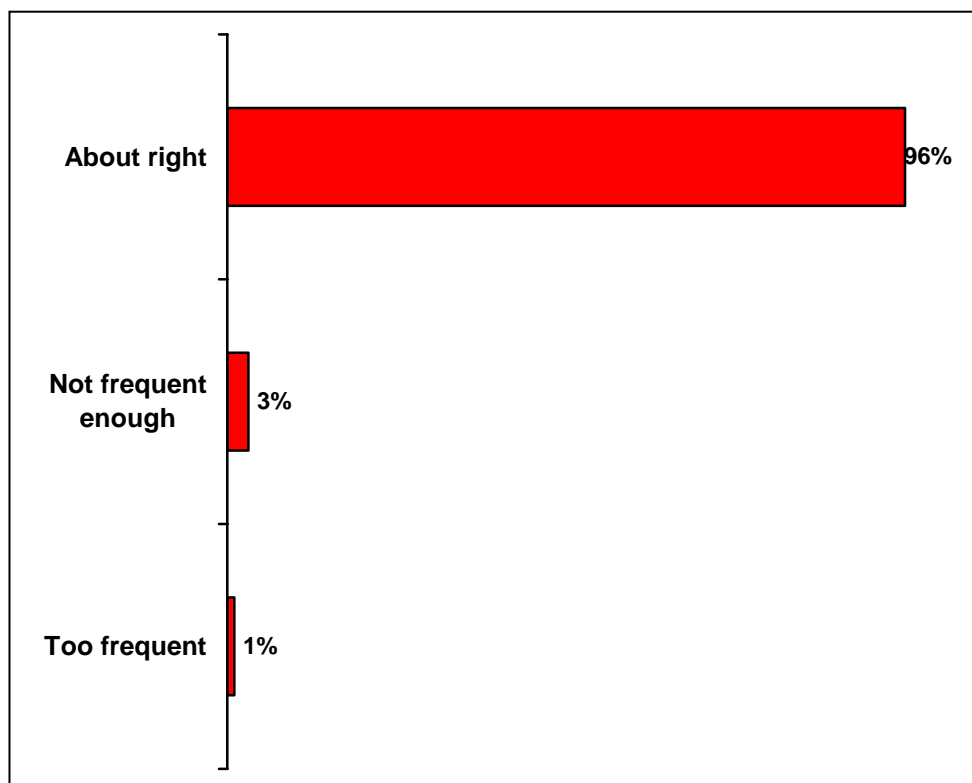
Three quarters of respondents (75%) mainly travelling in Cambridge for leisure purposes said they would like to see the Park and Ride open later at night.

Table 18: Extension of opening hours of the Park and Ride Scheme (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Yes - open earlier in the morning	35%	20%	42%	34%
Yes - open later at night	65%	46%	72%	69%
No	30%	51%	23%	28%
Base	3,955	991	2,351	613

Park and Ride buses run every ten minutes from the Park and Ride into Cambridge. Respondents were asked whether the frequency was about right, too frequent or not frequent enough.

Figure 15: Frequency of Park and Ride service (In-home survey)



Base: 1,049 respondents

Nearly all respondents said the frequency of the Park and Ride was about right (96%).

One in five online respondents (17%) said the buses were not frequent enough. Seven percent of road show respondents said the buses were not frequent enough.

Table 19: Frequency of Park and Ride service (All methodologies)

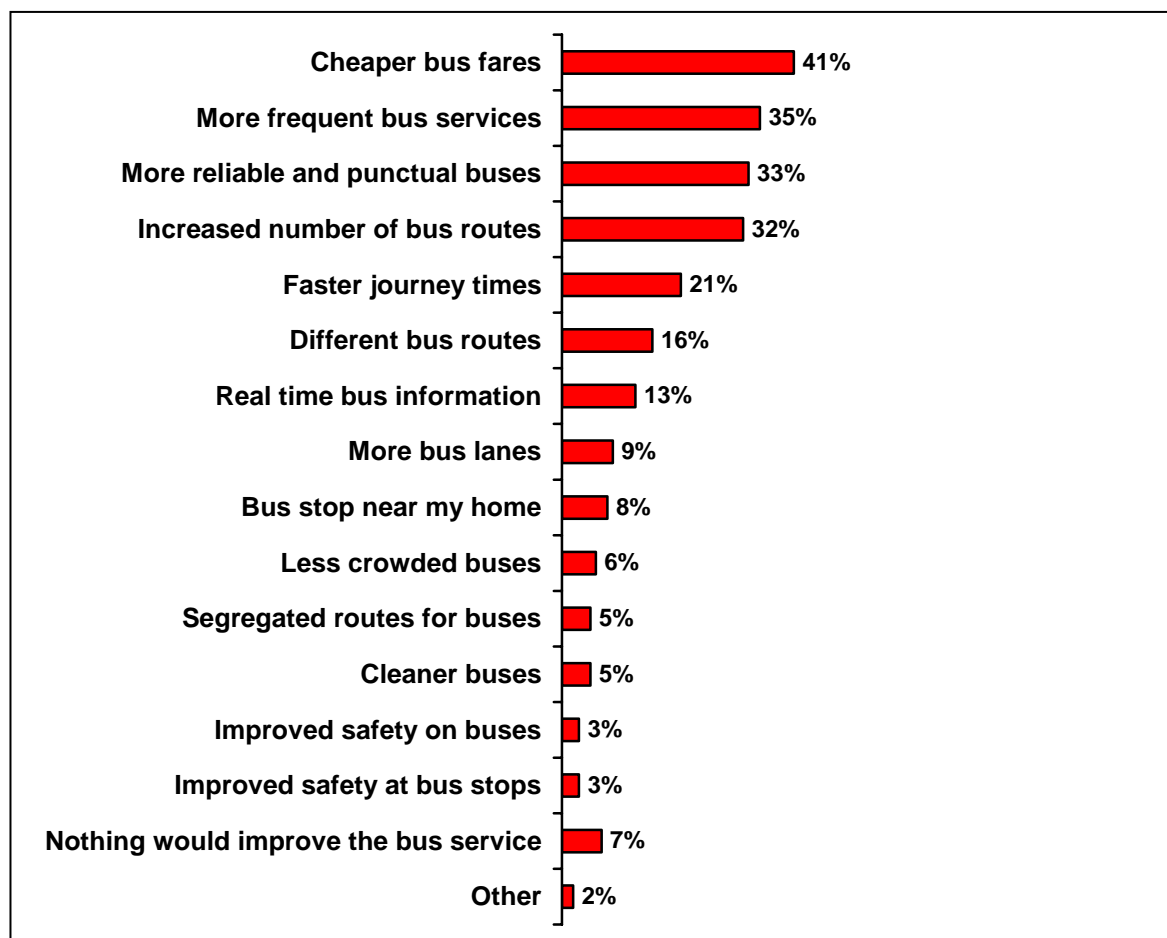
	All (%)	In-home (%)	Online (%)	Road show (%)
About right	87%	96%	82%	91%
Not frequent enough	12%	3%	17%	7%
Too frequent	1%	1%	1%	2%
Base	4,377	1,049	2,695	633

8 Bus Services

The next section asked respondents about the bus service in Cambridgeshire.

Respondents were asked to think of the three improvements that would be most important in encouraging more use of the local bus service in Cambridgeshire.

Figure 16: Improvements that would encourage more use of the local bus service (In-home survey)



Base: 1,054 respondents. Results do not total 100% as respondents could give more than one answer.

The main improvements respondents would like to see were:

- Cheaper bus fares (41%);
- More frequent bus services (35%);
- More reliable and punctual buses (33%);

- Increased number of bus routes (32%).

There was little difference in the results when looking at the survey methodology.

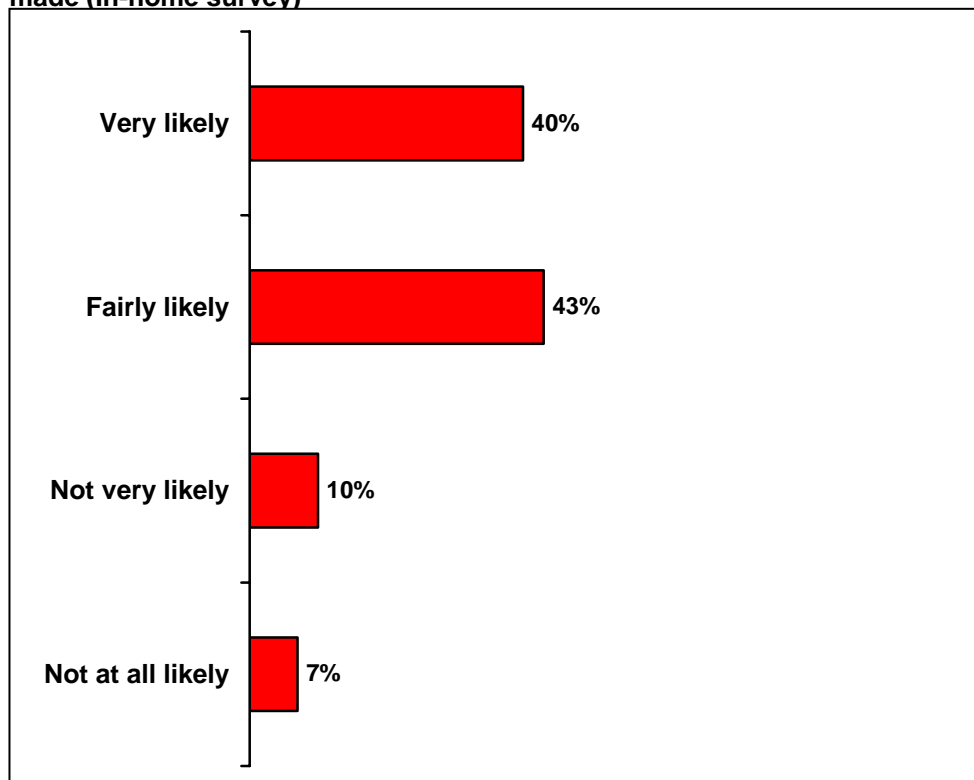
Table 20: Improvements that would encourage more use of the local bus service (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Cheaper bus fares	42%	41%	44%	37%
More reliable and punctual buses	42%	33%	44%	46%
More frequent bus services	36%	35%	36%	39%
Increased number of bus routes	32%	32%	32%	30%
Faster journey times	26%	21%	28%	25%
Real time bus information	17%	13%	18%	20%
Different bus routes	15%	16%	14%	16%
Bus stop near my home	10%	8%	11%	8%
Bus stop near my destination	10%	6%	11%	8%
Segregated routes for buses	9%	5%	9%	13%
More bus lanes	8%	9%	7%	11%
Less crowded buses	6%	6%	6%	6%
Cleaner buses	5%	5%	5%	5%
Improved safety on buses	3%	3%	3%	4%
Improved safety at bus stops	3%	3%	3%	2%
Nothing would improve the bus service	3%	7%	2%	2%
Other	5%	2%	9%	4%
Base	4800	1054	3085	661

Respondents were asked if the improvements were made, how likely it would be that they would travel by bus into Cambridge.

Nearly all respondents (83%) said they were likely to travel by bus into Cambridge if the improvements were made. Just 17% said they were not very or not at all likely to travel by bus.

Figure 17: Likelihood of respondent travelling by bus into Cambridge if improvements were made (In-home survey)



Base: 963 respondents

A quarter of respondents (25%) who completed an online survey said they were unlikely to travel by bus if the improvements were made.

Table 21: Likelihood of respondent travelling by bus into Cambridge if improvements were made (All methodologies)

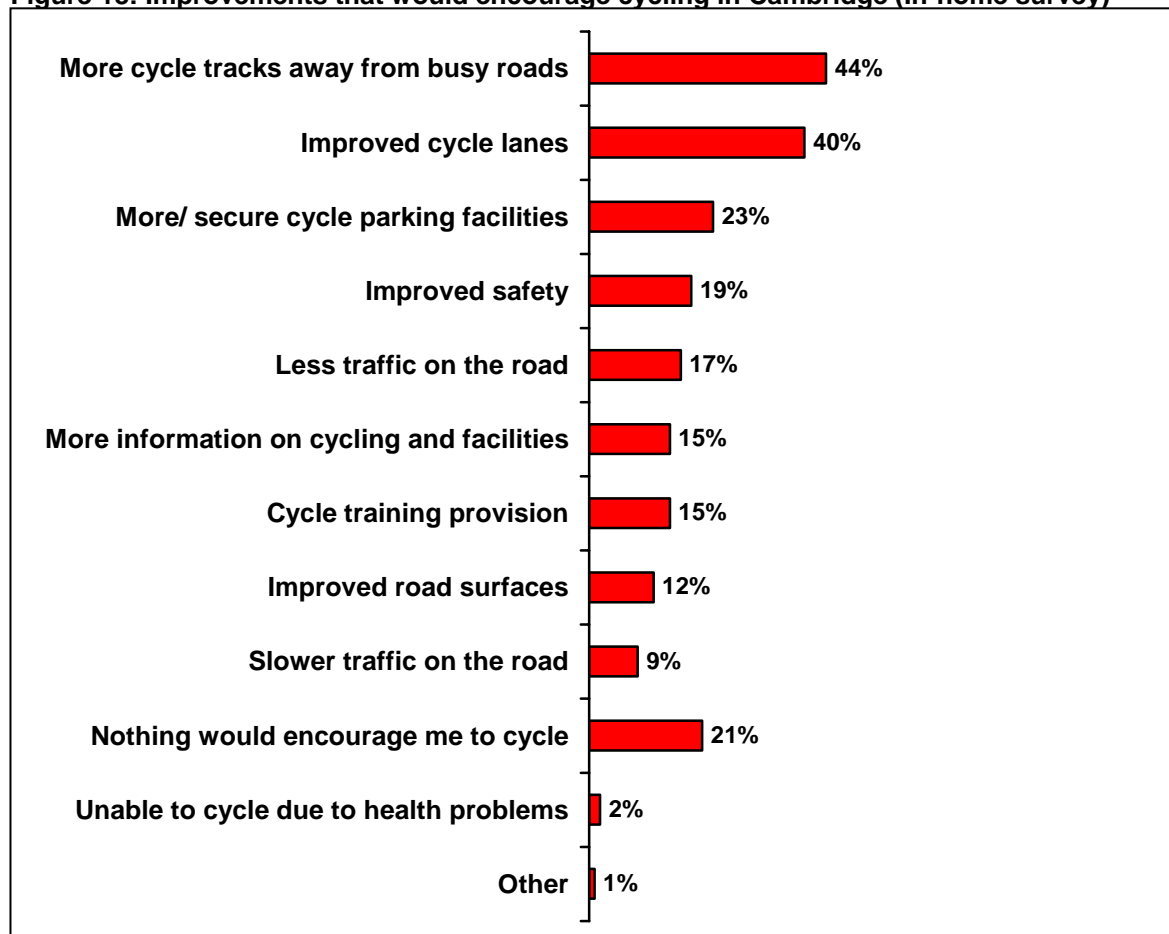
	All (%)	In-home (%)	Online (%)	Road show (%)
Very likely	35%	40%	31%	48%
Fairly likely	42%	43%	44%	35%
Not very likely	14%	10%	17%	10%
Not at all likely	8%	7%	9%	7%
Base	4,505	963	2,919	623

Two fifths of respondents who do not think congestion is a serious problem said they would be unlikely to travel by bus if the improvements were made: 41% compared to 22% overall.

9 Cycling in Cambridge

The next section asked about cycling in Cambridge. Respondents were asked to think of the three improvements that would be most important in encouraging cycling in Cambridge.

Figure 18: Improvements that would encourage cycling in Cambridge (In-home survey)



Base: 1,062 respondents. Results do not total 100% as respondents could give more than one answer.

The main improvements respondents would like to see were:

- More cycle tracks away from busy roads (44%);
- Improved cycle lanes (40%);
- More/ secure cycle parking facilities (23%).

A fifth of respondents (21%) said nothing would encourage them to cycle.

Online respondents and road show respondents were more likely than in-home respondents to say the following would encourage them to cycle: more/secure cycle parking facilities, more cycle tracks away from busy roads and improved cycle lanes.

Table 22: Improvements that would encourage cycling in Cambridge (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
More cycle tracks away from busy roads	51%	44%	53%	54%
Improved cycle lanes	47%	40%	48%	50%
More/ secure cycle parking facilities	31%	23%	34%	32%
Improved road surfaces	18%	12%	20%	18%
Cycling training provision	10%	15%	8%	14%
Less traffic on the road	16%	17%	15%	19%
Slower traffic on the road	9%	9%	9%	9%
Improved safety	17%	20%	16%	20%
More information on cycling routes and facilities	10%	13%	7%	13%
Nothing would encourage me to cycle	15%	21%	13%	12%
Unable to cycle due to health problems	3%	2%	4%	2%
Other	8%	1%	12%	3%
Base	4,801	1,062	3,080	659

Respondents were then given two statements and asked to what extent they agreed with each statement.

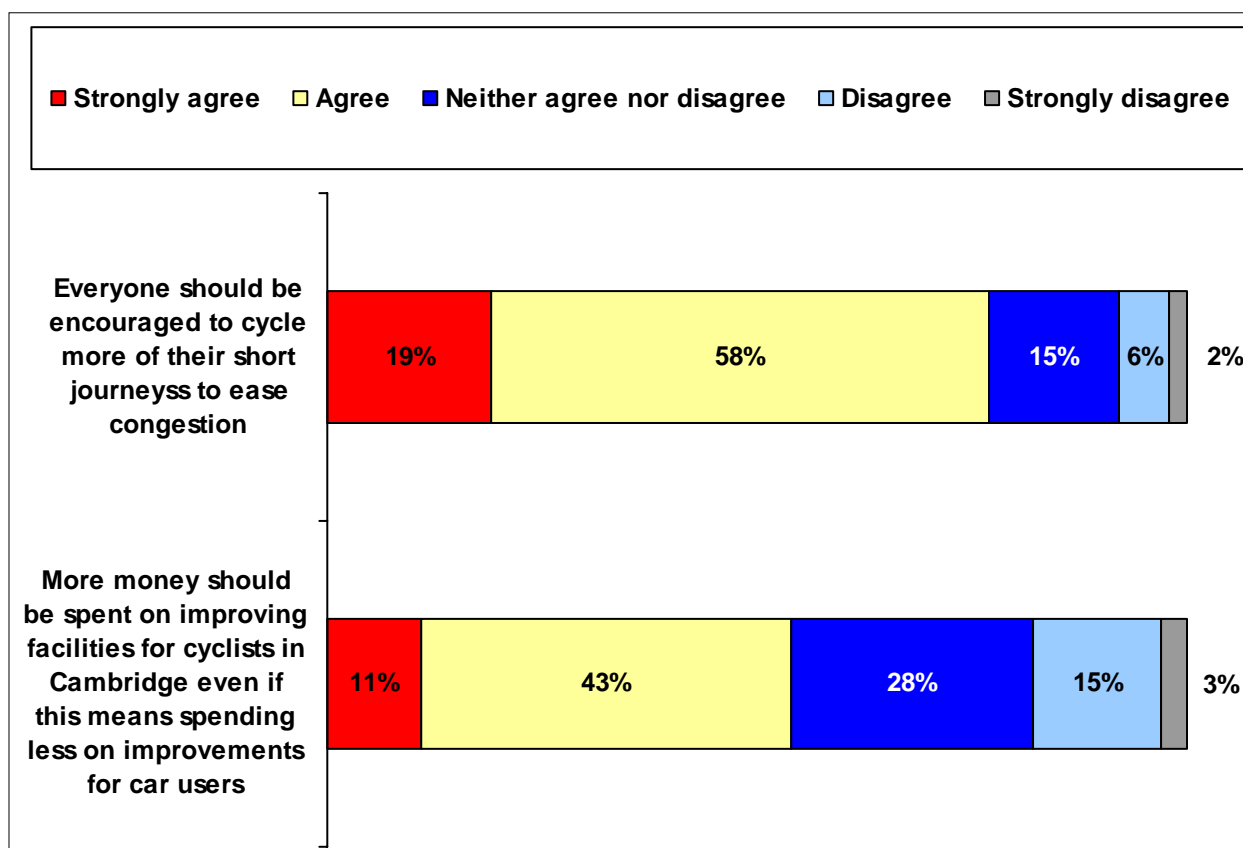
- Three quarters of respondents agreed everyone should be encouraged to cycle more of their short journeys to ease congestion (77%). Just 8% disagreed with this statement.
- Half the respondents (54%) agreed that more money should be spent on improving facilities for cyclists in Cambridge even if this means spending less on improvements for car users. A fifth disagreed with this statement (18%).

Online respondents were less likely to agree everyone should be encouraged to cycle more of their short journeys to ease congestion: 65% compared to 77% of in-home respondents and 76% of road show respondents.

Respondents living in Cambridge were most likely to agree that more money should be spent on improving facilities for cyclists in Cambridge even if this means spending less on improvements for car users: 64% compared to 53% overall.

Nearly all respondents who support the principle of congestion charging agreed everyone should be encouraged to cycle more of their short journeys to ease congestion (87%) and three quarters (78%) agreed more money should be spent on improving facilities for cyclists in Cambridge even if this means spending less on improvements for car users.

Figure 19: Extent to which respondent agrees with statement (In-home survey)



Base varies

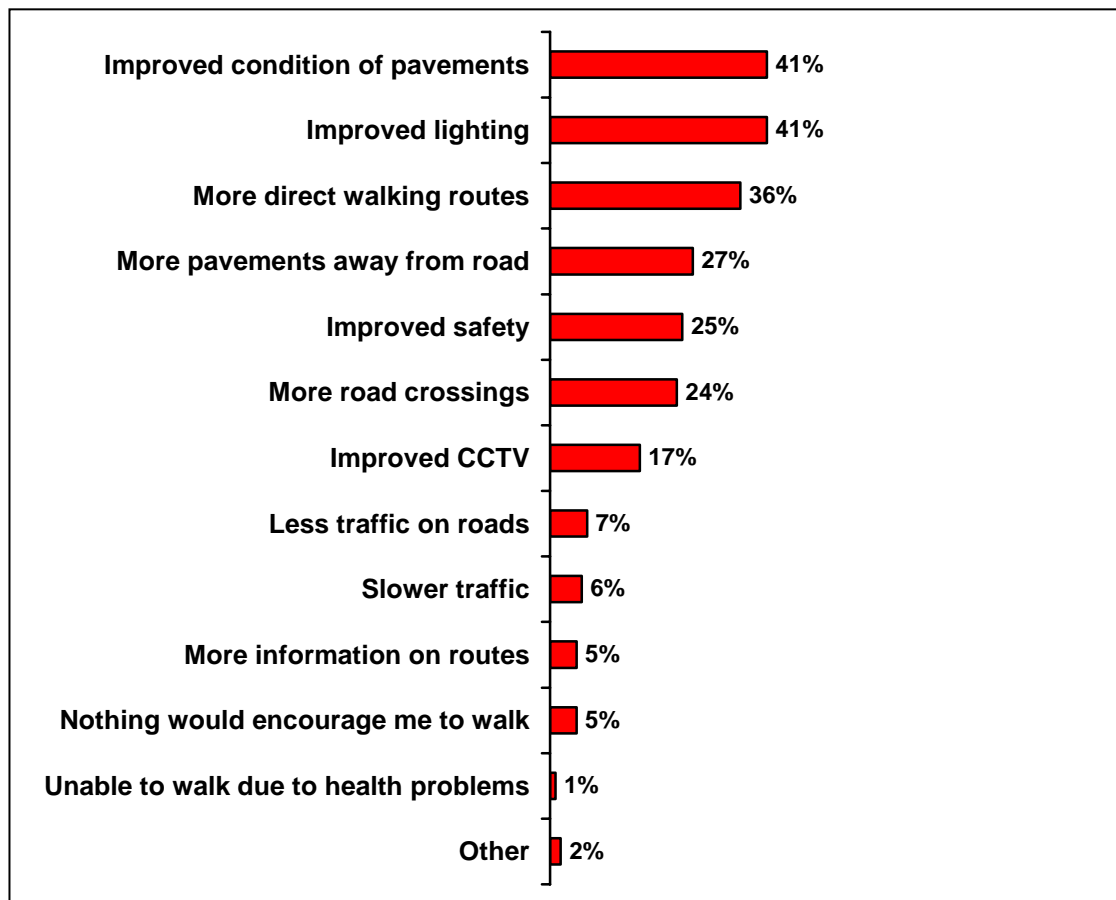
Table 23: Extent to which respondent agrees with statement (All methodologies)

	All (% agree)	In-home (% agree)	Online (% agree)	Road show (% agree)
Everyone should be encouraged to cycle more of their short journeys to ease congestion.	69%	77%	65%	76%
More money should be spent on improving facilities for cyclists in Cambridge even if this means spending less on improvements for car users.	53%	54%	51%	60%

10 Walking in Cambridge

Respondents were asked about walking in Cambridge. Firstly they were asked what three improvements would be most important in encouraging walking of short distance journeys.

Figure 20: Improvements that would encourage walking of short distance journeys (In-home survey)



Base: 1,036 respondents. Results do not total 100% as respondents could give more than one answer.

The main improvements respondents would like to see were:

- Improved condition of pavements (41%);
- Improved lighting (41%);
- More direct walking routes (36%).

Table 24: Improvements that would encourage walking of short distance journeys (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Improved condition of pavements	42%	41%	42%	46%
More direct walking routes	40%	36%	42%	38%
Improved lighting	38%	41%	37%	39%
More pavements away from road	27%	27%	27%	30%
Improved safety	24%	25%	23%	25%
Improved CCTV	13%	17%	11%	12%
Less traffic on roads	10%	7%	10%	12%
Slower traffic	8%	6%	8%	11%
More road crossings	20%	24%	18%	25%
More information on routes	6%	5%	5%	9%
Nothing would encourage me to walk	4%	5%	4%	3%
Unable to walk due to health problems	1%	1%	2%	1%
Other	10%	2%	14%	6%
Base	4,675	1,036	2,989	650

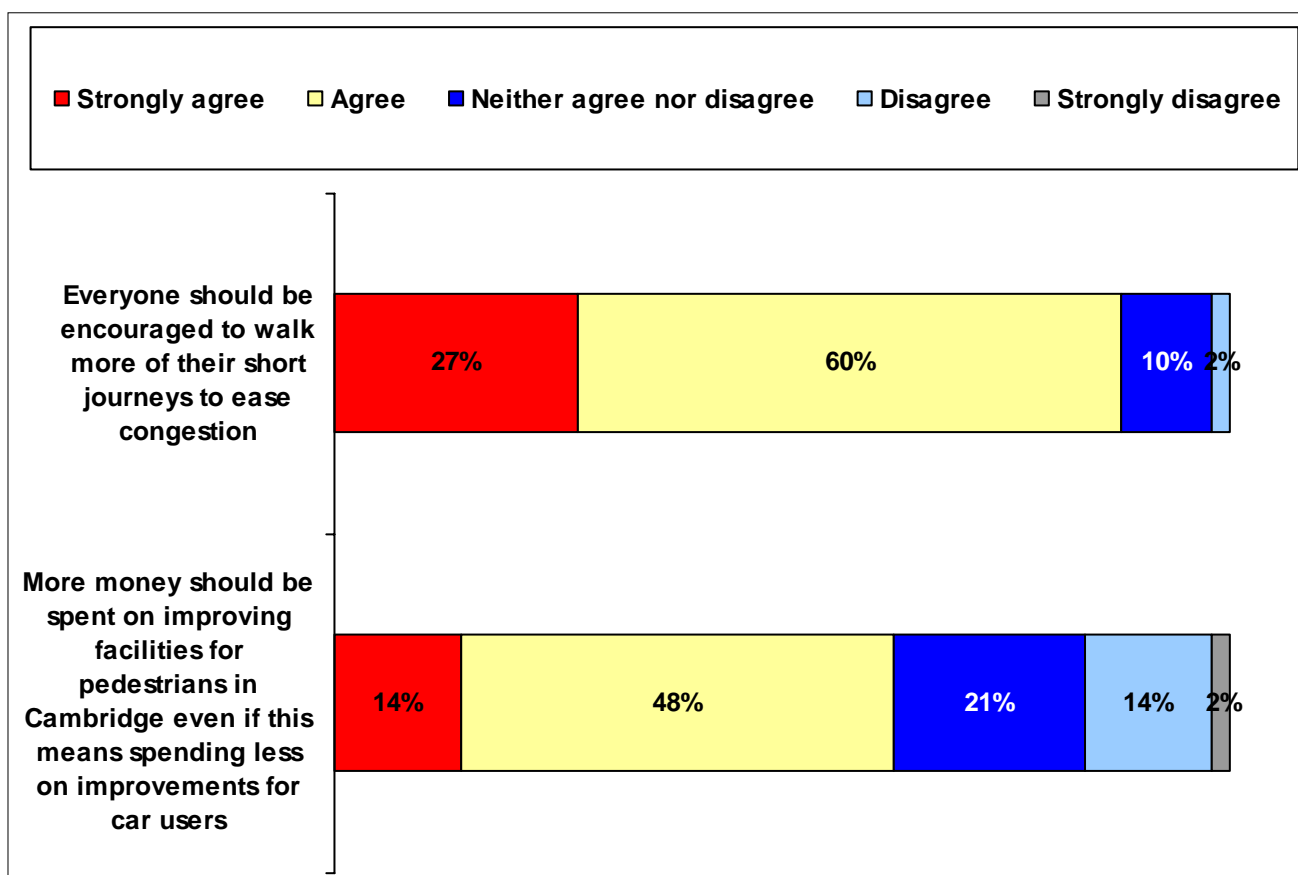
Respondents were then given two statements and asked to what extent they agreed with the statement.

- Nearly all respondents (87%) agreed that everyone should be encouraged to walk more of their short journeys to ease congestion. Just 3% disagreed.
- Two thirds (63%) agreed more money should be spent on improving facilities for pedestrians in Cambridge even if this means spending less on improvements for car users. Sixteen percent of respondents disagreed with this statement.

Just half the online respondents (48%) agreed more money should be spent on improving facilities for pedestrians in Cambridge even if this means spending less on improvements for car users.

A third of respondents who oppose the principle of congestion charging did not think more money should be spent on improving facilities for pedestrians in Cambridge (32%).

Figure 21: Extent to which respondent agrees with statement (In-home survey)



Base varies

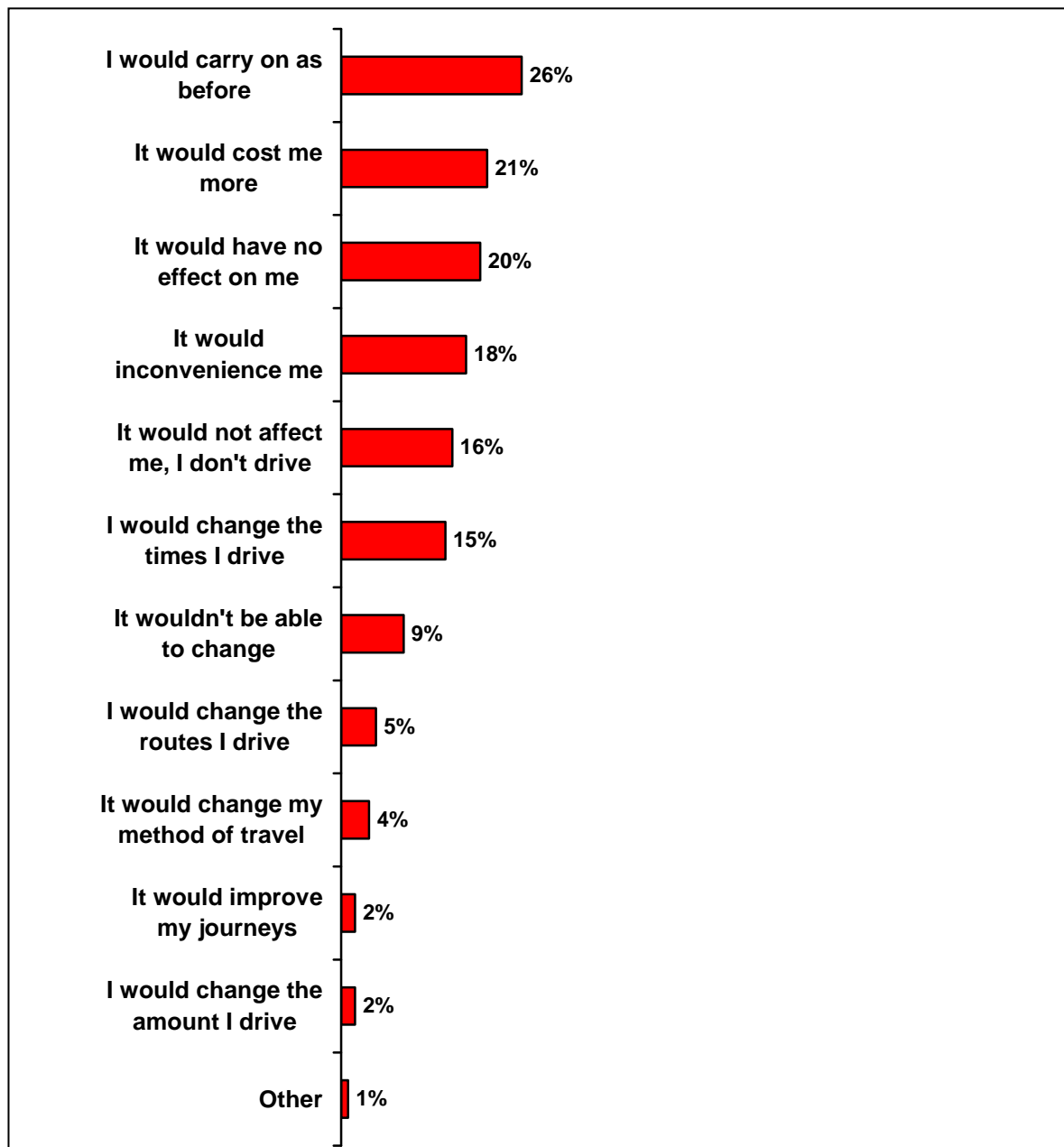
Table 25: Extent to which respondent agrees with statement (All methodologies)

	All (% agree)	In-home (%)	Online (%)	Road show (%)
Everyone should be encouraged to walk more of their short journeys to ease congestion.	81%	87%	78%	86%
More money should be spent on improving facilities for pedestrians in Cambridge even if this means spending less on improvements for car users.	53%	63%	48%	59%

11 Congestion Charging

The penultimate section asked respondents about congestion charging. Respondents were asked how they would be affected if a congestion charge was introduced in Cambridge between 7:30am - 9:30am Monday to Friday.

Figure 22: How a congestion charge in Cambridge would affect respondent (In-home survey)



Base: 1,057 respondents. Results do not total 100% as respondents could give more than one answer.

A quarter of respondents said they would carry on as before (26%) and a fifth said it would not affect them (20%). One in five said it would cost them more (21%) or it would inconvenience them (18%). Fifteen percent said they would change the times they drive. Just 4% would change their method of travel.

Respondents to the online survey were more likely to say it would cost them more (56% compared to 21% of in-home respondents and 28% of road show respondents) and it would inconvenience them (43% compared to 18% of in-home respondents and 27% of road show respondents). A third of online respondents said they would not be able to change (33%).

Table 26: How a congestion charge in Cambridge would affect respondent (All methodologies)

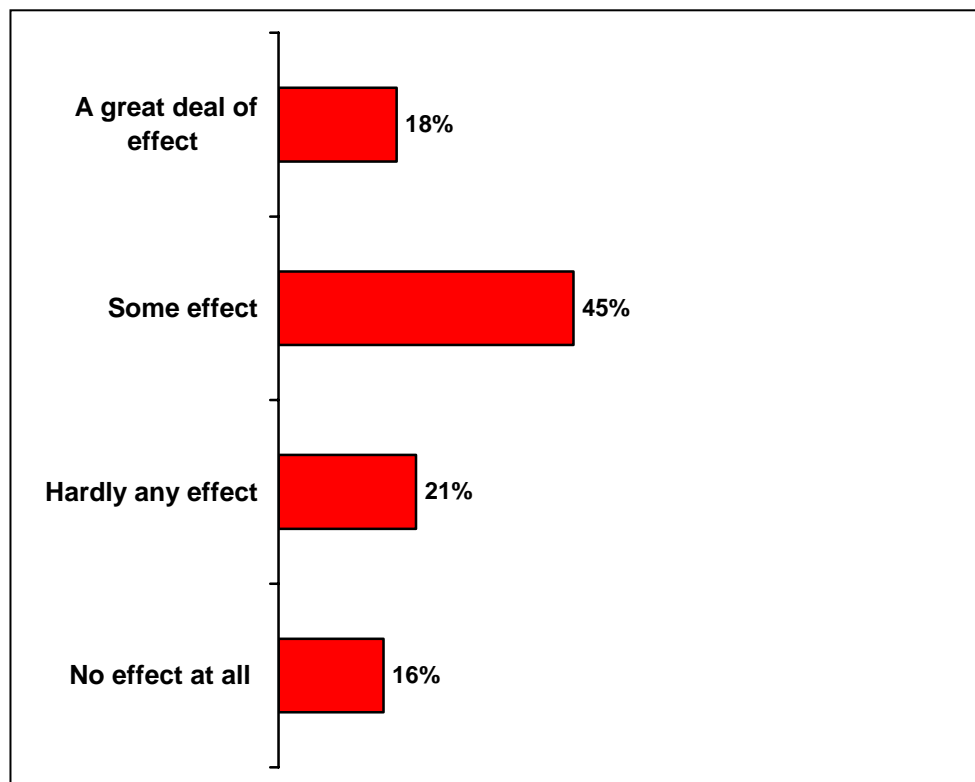
	All (%)	In-home (%)	Online (%)	Road show (%)
It would cost me more	46%	21%	56%	38%
It would inconvenience me	35%	18%	43%	27%
I wouldn't be able to change	25%	9%	33%	17%
I would carry on as before	23%	26%	22%	26%
I would change the times I drive	20%	15%	21%	26%
It would not affect me, I don't drive	13%	16%	13%	12%
I would change the routes I drive	8%	5%	9%	8%
I would change my method of travel	6%	4%	6%	9%
It would not affect me	6%	20%	2%	5%
It would improve my journeys	5%	2%	5%	6%
I would change the amount I drive	4%	2%	4%	4%
Other	8%	1%	11%	3%
Base	4,854	1,057	3,132	665

Just a third of respondents in Fenland (31%) and Huntingdonshire (36%) said it would cost them more. This compared to 46% overall.

Two thirds of respondents who oppose the principle of congestion charging said a congestion charge would cost them more (61% compared to 20% who support congestion charging).

Respondents were asked how much effect charging motorists £3 to drive in Cambridge during the morning peak would have on reducing congestion

Figure 23: Effect on reducing congestion of charging £3 to drive in Cambridge during morning peak times (In-home survey)



Base: 1,070 respondents

Two thirds of respondents (63%) thought charging £3 would have some effect on reducing congestion during the morning peak times with 18% stating it would have a great deal of effect.

Nearly half the respondents to the online survey (46%) did not think charging £3 would have an effect on reducing congestion.

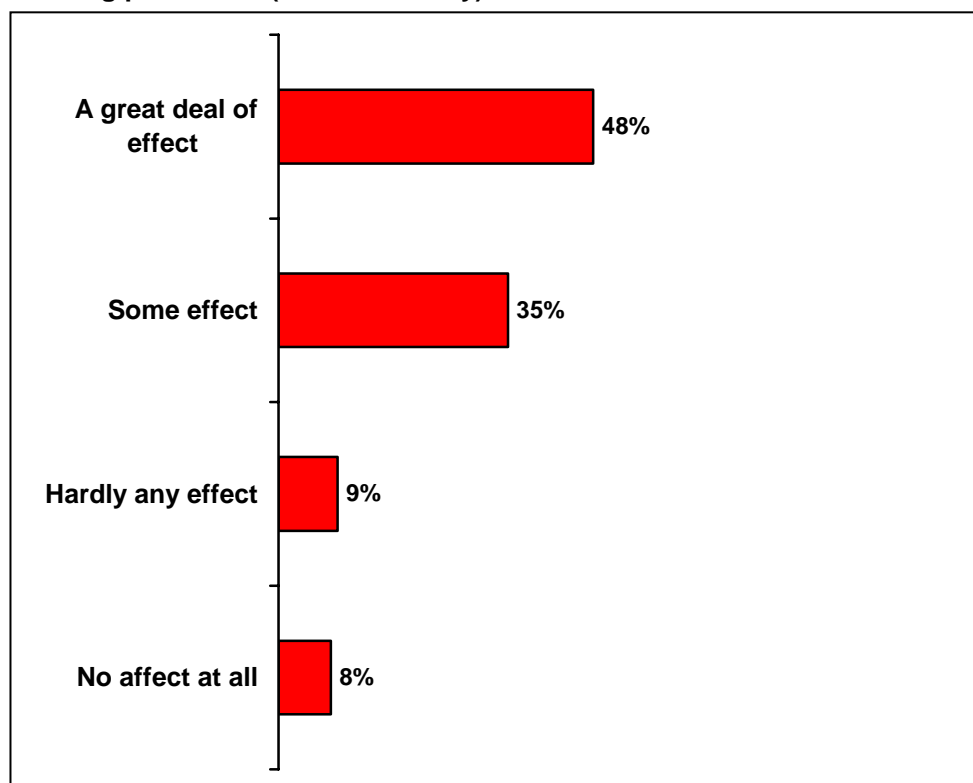
Table 27: Effect on reducing congestion of charging £3 to drive in Cambridge during morning peak times (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
A great deal of effect	14%	18%	11%	18%
Some effect	44%	45%	43%	49%
Hardly any effect	28%	21%	32%	22%
No effect at all	14%	16%	14%	10%
Base	4,731	1,070	3,021	640

Half the respondents who oppose the principle of congestion charging did not think charging £3 would have much or any effect on reducing congestion (56%).

Respondents were asked what effect charging motorists £5 during the morning peak would have on reducing congestion.

Figure 24: Effect on reducing congestion of charging £5 to drive in Cambridge during morning peak times (In-home survey)



Base: 1,072 respondents

Respondents thought charging £5 would have more of an effect than charging £3. Four fifths of respondents (83%) thought charging £5 would have some effect on congestion with 48% stating it would have a great deal of effect.

A third of respondents to the online survey did not think charging £5 would have much effect on reducing congestion (32%).

Two fifths of respondents who oppose the principle of congestion charging did not think charging £5 would have much or any effect on reducing congestion (39% compared to 26% overall).

Table 28: Effect on reducing congestion of charging £5 to drive in Cambridge during morning peak times (All methodologies)

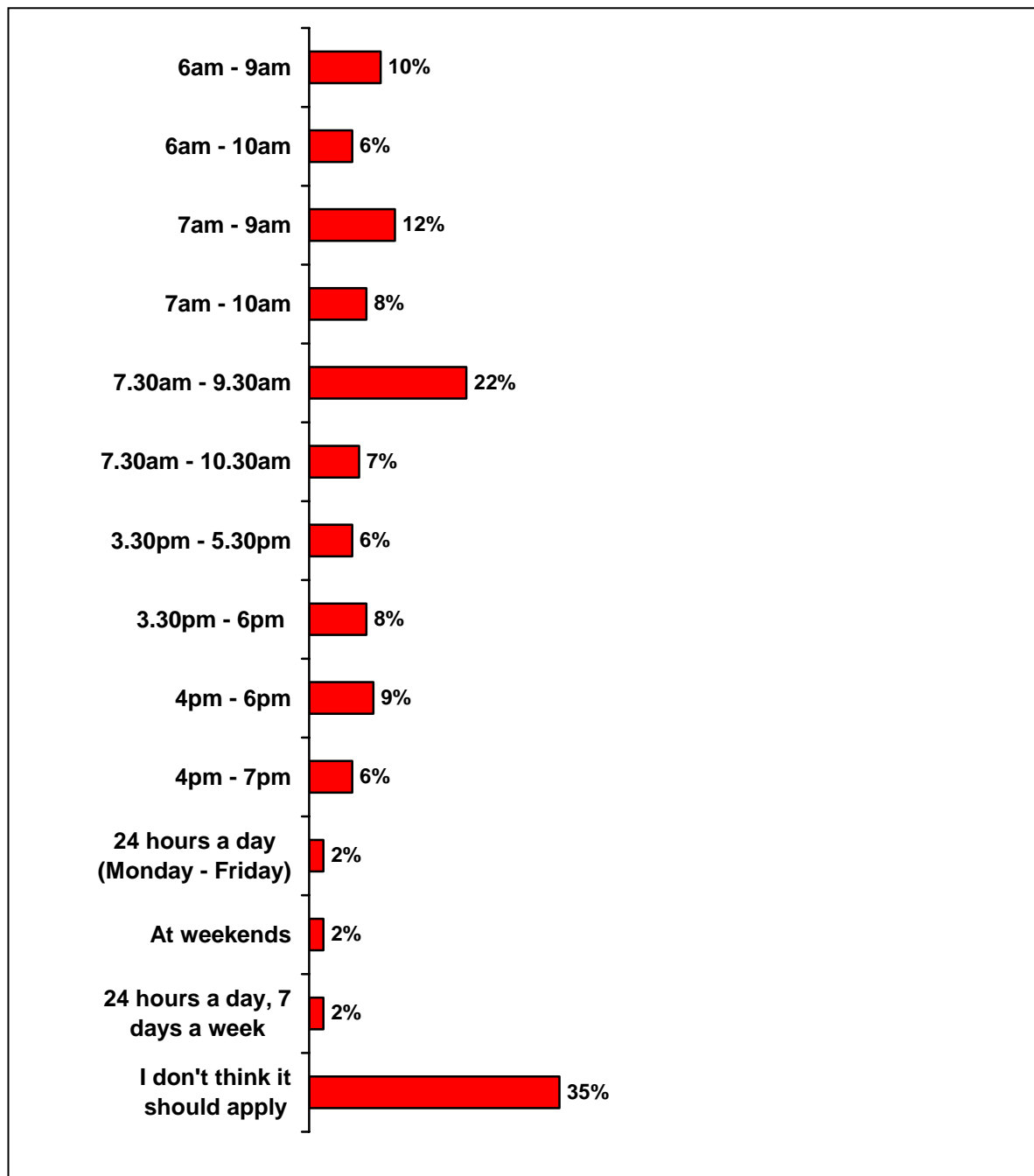
	All (%)	In-home (%)	Online (%)	Road show (%)
A great deal of effect	34%	48%	27%	41%
Some effect	40%	35%	41%	43%
Hardly any effect	17%	9%	22%	10%
No effect at all	9%	8%	10%	5%
Base	4,745	1,072	3,023	650

Respondents were asked when they thought a congestion charge should apply if it was to be introduced.

A fifth of respondents thought a congestion charge should run between 7.30am and 9.30am. One in ten thought it should apply between 7am and 9am (12%), 6am and 9am (10%) and 4pm and 6pm (9%).

A third of respondents stated they did not think a congestion charge should apply (35%). Over half the respondents to the online survey said they did not think the congestion charge should apply (58%).

Figure 25: When congestion charge should apply, if introduced (In-home survey)



Base: 1,032 respondents. Responses do not total 100% as respondents could give more than one answer

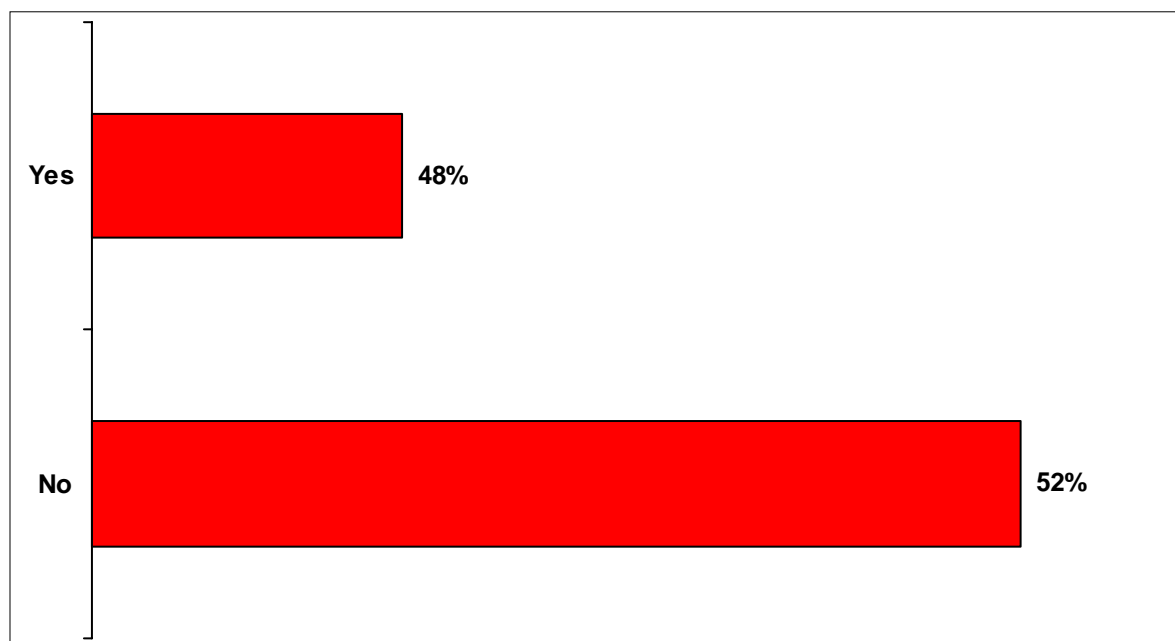
Table 29: When congestion charge should apply, if introduced (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
6am – 9am	6%	10%	4%	7%
6am – 10am	5%	6%	4%	6%
7am – 9am	10%	12%	8%	15%
7am – 10am	7%	8%	6%	10%
7.30am – 9.30am	17%	22%	14%	26%
7.30am – 10.30am	4%	7%	3%	5%
3.30pm – 5.30pm	4%	6%	4%	5%
3.30pm – 6pm	7%	8%	7%	7%
4pm – 6pm	8%	9%	8%	9%
4pm – 7pm	6%	6%	6%	6%
24 hours a day (Monday – Friday)	2%	2%	2%	2%
At Weekends	3%	2%	4%	1%
24 hours a day, 7 days a week	3%	2%	4%	2%
I don't think it should apply	50%	35%	58%	34%
Base	4,764	1,032	3,089	643

Respondents were asked if they thought everyone should pay the same amount for a congestion charge which operates between 7.30am and 9.30am, Monday to Fridays.

Half the respondents did not think everyone should pay the same amount (52%). Two thirds of respondents to the online survey (67%) and the road show survey (66%) did not think everyone would pay the same.

Figure 26: Whether everyone should pay the same amount for the congestion charge (In-



home survey)

Base: 993 respondents

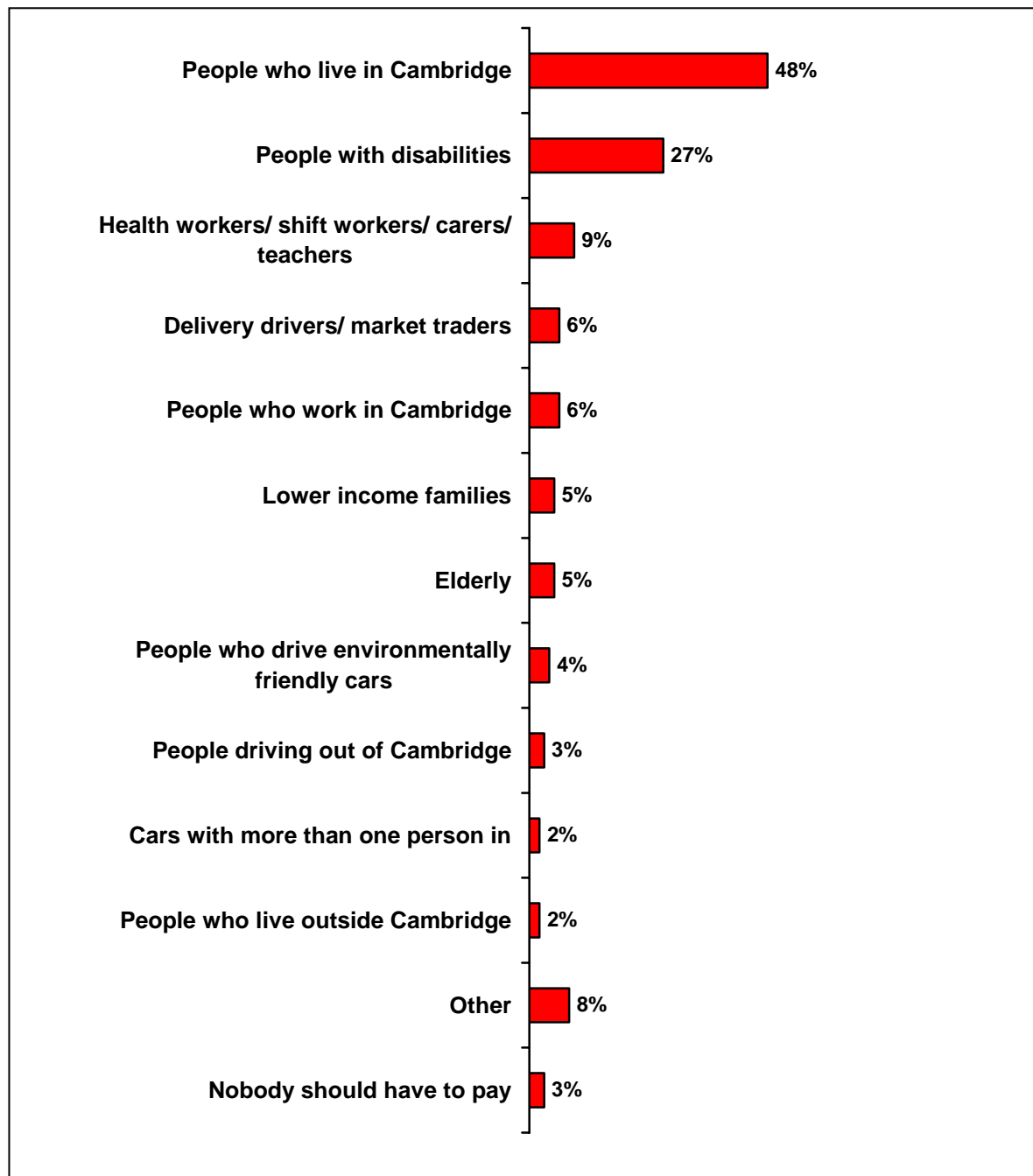
Table 30: Whether everyone should pay the same amount for the congestion charge (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Yes	37%	48%	33%	34%
No	63%	52%	67%	66%
Base	4,335	993	2,706	636

Three quarters of respondents living in Cambridge City (76%) did not think everyone should pay the same amount for a congestion charge that operates between 7.30am and 9.30am, Mondays to Fridays.

Those respondents who said not everyone should pay the same amount were asked who should pay less.

Figure 27: Who should pay less (In-home survey)



Base: 504 respondents. Results do not total 100% as respondents could give more than one answer.

Half the respondents said that people who live in Cambridge should pay less congestion charge (48%). A quarter said people with disabilities (27%) should pay less and one in ten said health workers, carers and teachers should pay less (9%).

Two fifths of respondents who completed a survey at the road show said people with disabilities should pay less (38%).

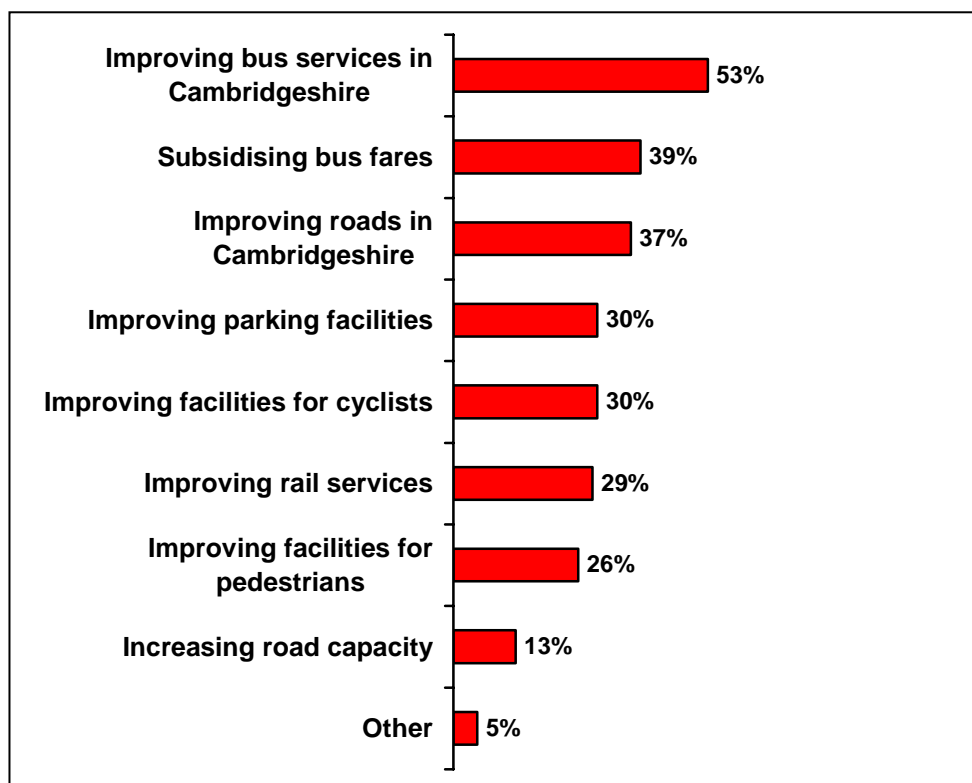
Table 31: Who should pay less (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
People who live in Cambridge	42%	48 %	40%	45%
People with disabilities	22%	27%	16%	38%
Health workers / shift workers/ carers/ teachers	9%	9%	8%	15%
People driving out of Cambridge	9%	3%	9%	13%
People with no other viable method of transport	6%	1%	8%	1%
People who work in Cambridge	6%	6%	6%	4%
People who drive environmentally friendly cars	5%	4%	5%	4%
Lower income families	5%	5%	4%	6%
Cars with more than one person in them	4%	2%	4%	6%
Elderly	4%	5%	4%	7%
Delivery drivers/market traders	3%	6%	3%	3%
Nobody should pay	7%	3%	9%	4%
Base	2,731	504	1,816	411

Respondents in Cambridge City and Huntingdonshire were most likely to say people who live in Cambridge should pay less: 58% and 49% respectively compared to 25% of respondents in East Cambridgeshire and Fenland and 29% of residents living in South Cambridgeshire.

Respondents were asked what they thought the money raised by congestion charging should be spent on.

Figure 28: What money raised by congestion charging should be spent on (In-home survey)



Base: 1,026 respondents. Results do not total 100% as respondents could give more than one answer.

Just over half the respondents said they wanted to see the money raised spent on improving bus services in Cambridgeshire (53%). Two fifths said the money should be spent on subsidising bus fares (39%) and improving roads in Cambridgeshire (37%). Three in ten said the money should be spent on improving parking facilities (30%), improving facilities for cyclists (30%) and improving rail services (29%).

Nearly half the respondents to the online survey (47%) and the road show survey (43%) said the money should be spent on improving facilities for cyclists. This compares to 30% of respondents to the in-home survey. Two fifths of respondents to the online and road show surveys said the money should be spent on improving rail services (38% compared to 29% of in-home survey respondents).

Respondents who support the principle of congestion charging were more likely to want to see the money raised spent on public transport whilst those opposing congestion charging were more likely to want the money spent on roads.

Table 32: What money raised by congestion charging should be spent on (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Improving bus services in Cambridgeshire	59%	53%	59%	64%
Subsidising bus fares	47%	39%	50%	49%
Improving roads in Cambridgeshire	30%	37%	28%	29%
Improving parking facilities	26%	30%	24%	28%
Improving facilities for cyclists	43%	30%	47%	43%
Improving rail services	36%	29%	38%	38%
Improving facilities for pedestrians	32%	26%	34%	35%
Increasing road capacity	18%	13%	21%	13%
Other	14%	5%	13%	10%
Base	4,707	1,026	3,031	650

Respondents were asked to what extent they supported or opposed the principle of congestion charging.

A third of respondents said they supported the principle of congestion charging (32%). Half the respondents (49%) opposed the principle with 33% stating they strongly opposed the principle of congestion charging.

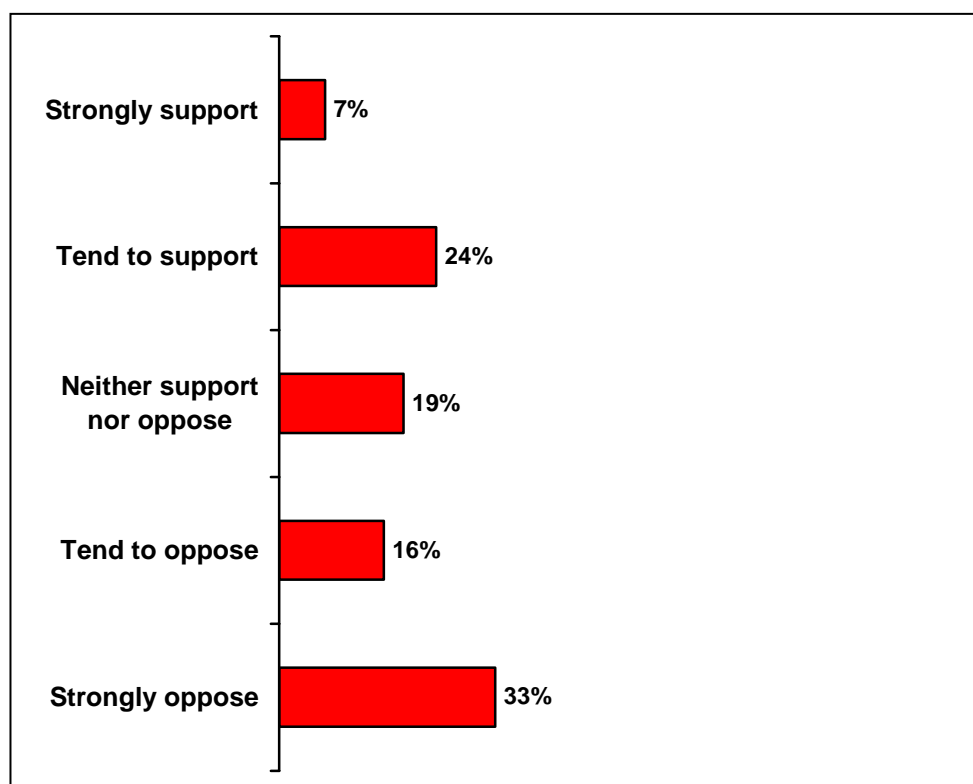
Respondents completing the online survey were most likely to oppose the principle of congestion charging: 67% compared to 49% of respondents to the in-home and road show surveys.

Respondents in Fenland were least likely to oppose congestion charging: 48% said they opposed congestion charging compared to 61% overall.

Half the respondents who thought congestion was a very serious problem in Cambridge supported the principle of congestion charging (47%).

Over half the respondents who mainly cycle in Cambridge supported the principle of congestion charging (53%) and two fifths of respondents who mainly use public transport (43%), the Park and Ride (40%) or walk (41%) support the principle of congestion charging.

Figure 29: To what extent respondent supports or opposes the principle of congestion charging (In-home survey)



Base: 1,085 respondents

Table 33: To what extent respondent supports or opposes the principle of congestion charging (All methodologies)

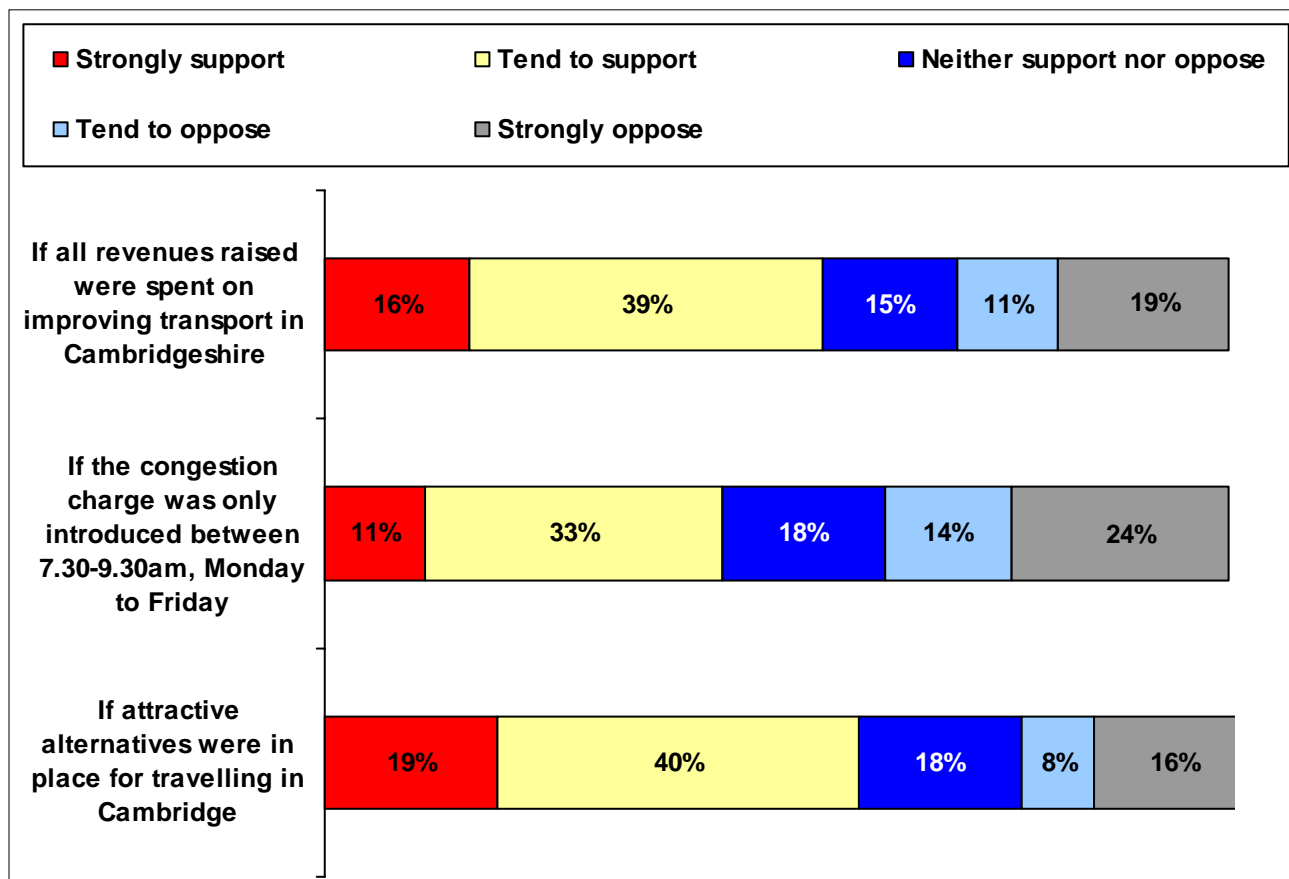
	All (%)	In-home (%)	Online (%)	Road show (%)
Strongly support	10%	7%	11%	13%
Tend to support	18%	24%	14%	27%
Neither support nor oppose	11%	19%	7%	11%
Tend to oppose	17%	16%	17%	17%
Strongly oppose	44%	33%	51%	31%
Base	4,902	1,085	3,156	661

Finally in this section respondents were given three scenarios and asked to what extent they would support or oppose congestion charging with each scenario.

- Over half the respondents (55%) would support congestion charging if all revenues raised were spent on improving transport in Cambridgeshire. Three in ten respondents (30%) would oppose congestion charging in this scenario.
- Two fifths of respondents (44%) would support congestion charging if it was only introduced between 7.30-9.30am, Monday to Friday. Two fifths (39%) would oppose congestion charging under this scenario.

- Nearly two thirds of respondents (59%) would support congestion charging if attractive alternatives were in place for travelling in Cambridge. A quarter of respondents (24%) would oppose congestion charging under this scenario.

Figure 30: Extent to which support or oppose congestion charging in Cambridge (In-home survey)



Base varies

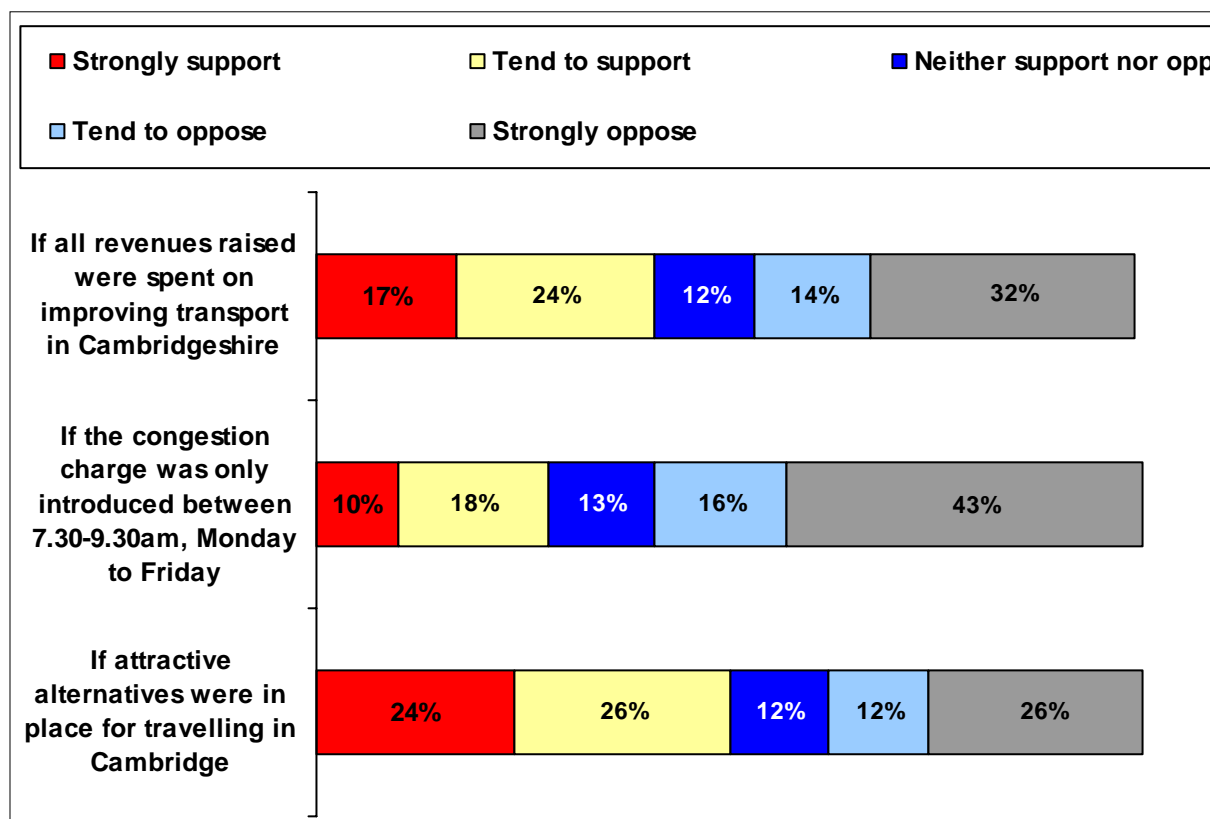
Respondents to the online survey were least likely to support congestion charging under all three scenarios.

Half the online respondents would oppose a congestion charge if revenues raised were spent on improving transport in Cambridgeshire: 47% would oppose compared to 29% of online respondents and 30% of in-home respondents.

Over half the online respondents (59%) would oppose a congestion charge introduced between 7.30-9.30am, Monday to Friday. This compared to 39% of in-home respondents and 42% of road show respondents.

Two fifths of online respondents would oppose a congestion charge if attractive alternatives were in place for travelling in Cambridge – 38% compared to 22% of road show respondents and 24% of online respondents.

Figure 31: Extent to which support or oppose congestion charging in Cambridge (Online survey)



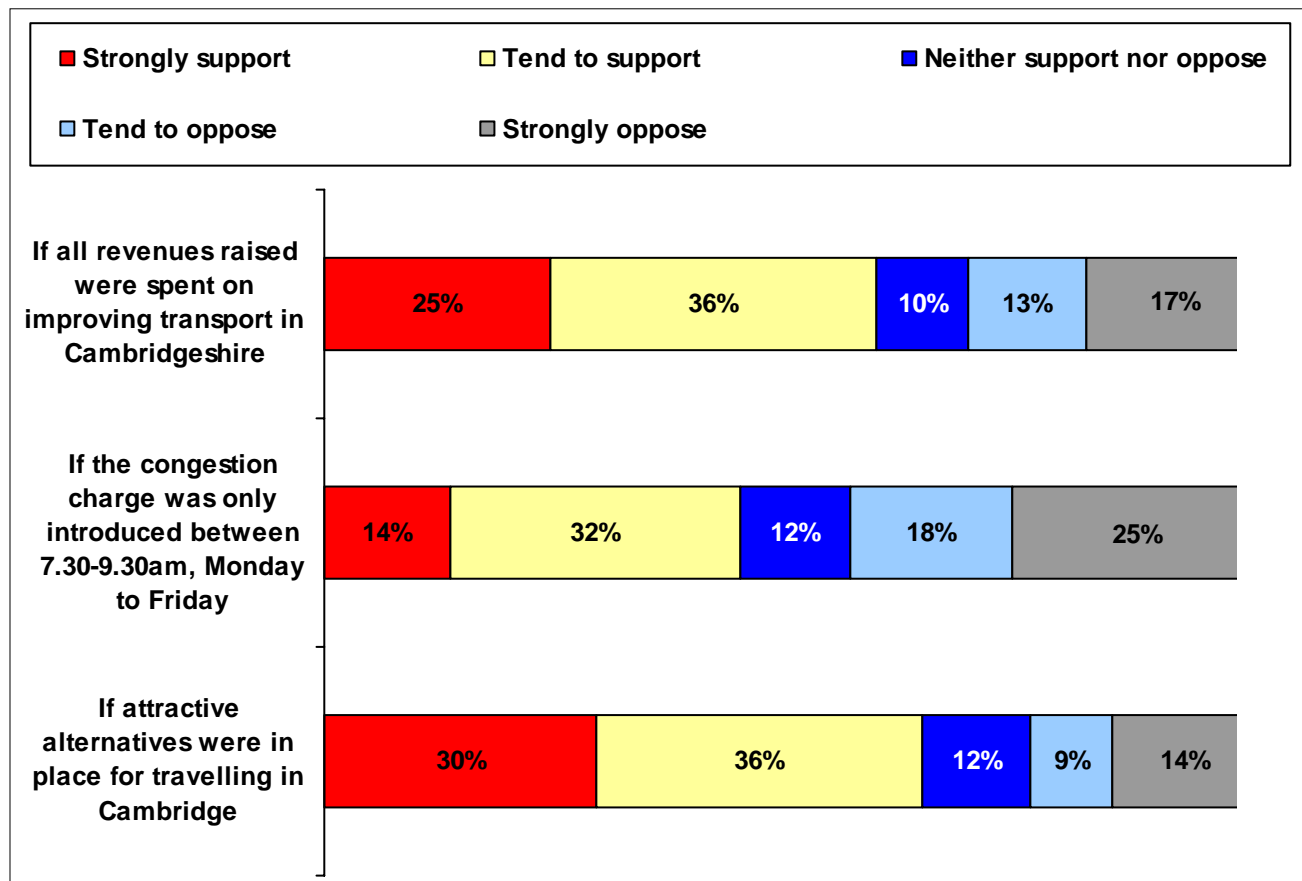
Base varies

Two thirds of respondents in Fenland (60%) said they would support congestion charging if the revenues raised were spent on improving transport in Cambridgeshire (60%) or if there were attractive alternatives in place for travelling in Cambridge (68%). Nearly half the Fenland respondents (46%) said they would support a congestion charge if it was introduced between 7.30-9.30am, Monday to Friday.

A third of respondents who oppose the principle of congestion charging said they would support a congestion charge if attractive alternatives were in place (32%) and a fifth would support congestion charging if revenues raised were spent on improving transport (21%).

Three quarters of respondents who thought congestion was a very serious problem in Cambridge said they would support congestion charging if attractive alternatives were in place (72%) and two thirds of respondents (66%) said they would support congestion charging if the revenues raised were spent on improving transport in Cambridgeshire (66%). Half would support congestion charging if it was introduced between 7.30-9.30am, Monday to Friday (51%).

Figure 32: Extent to which support or oppose congestion charging in Cambridge (Road show survey)



Base varies

Over half the respondents satisfied with public transport (57%), shoppers (57%) and those who mainly travel between 9.30am and 3.29pm (59%) said they would support a congestion charge if revenues raised were spent on improving transport in Cambridgeshire.

Shoppers (45%) and those who mainly travel between 9.30am and 3.29pm (47%) were most likely to say they would support a congestion charge introduced between 7.30am and 9.30am, Monday to Friday. This compares to 34% of residents overall.

Two thirds of respondents who mainly travel by Park and Ride (67%) public transport (65%) or cycle (63%) would support congestion charging if all revenues raised were spent on improving transport in Cambridgeshire.

Half the respondents who use Park and Ride (53%), cycle (52%) or use public transport (48%) would support congestion charging if it was only introduced between 7.30am and 9.30am, Monday to Friday.

Seven in ten residents who mainly travel by Park and Ride (71%), bicycle (70%) or public transport (68%) would support congestion charging if attractive alternatives were in place for travelling in Cambridge.

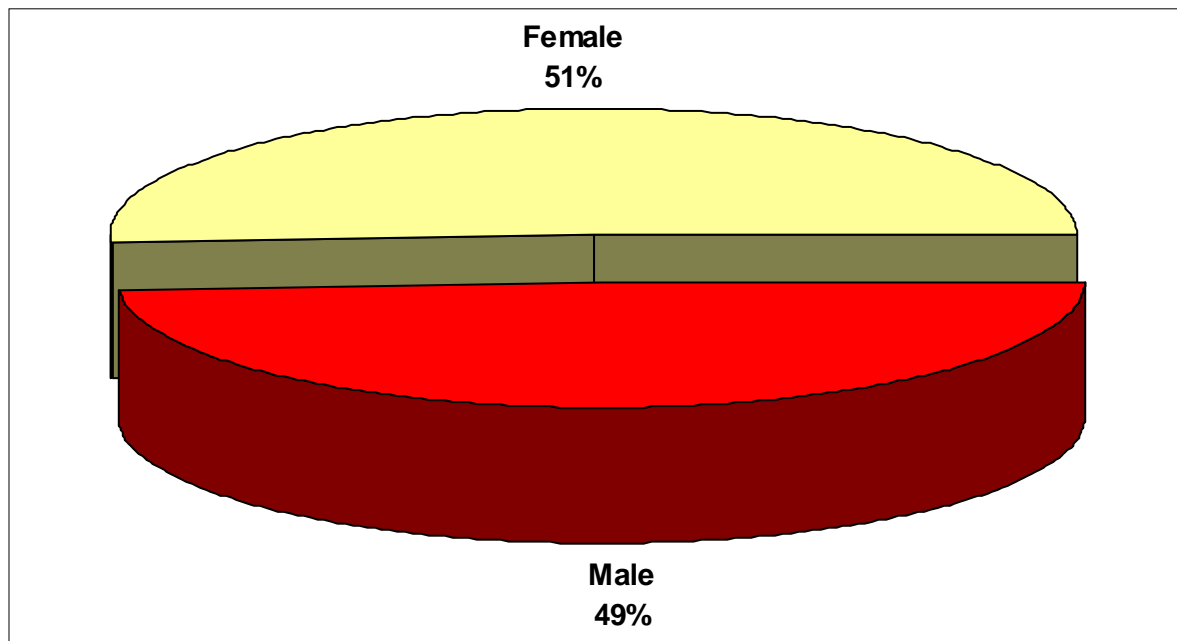
12 Other Comments

Respondents were asked if they had any additional comments about how congestion in Cambridge could be tackled. Comments included:

- Need more Park and Ride schemes;
- Park and Ride should be cheaper; it should be per car and not per person;
- Need to provide more reliable transport;
- Need more railway stations;
- Need to improve the cost, efficiency and cleanliness of public transport;
- Should try different alternative ways to keep traffic flowing;
- Need to provide good alternatives not to use car;
- There should be car share options;
- Congestion charge would need to be a sensible price;
- Need more cycling lanes;
- Building new housing and developments leads to congestion;
- Roads need to be wider;
- Need to improve roads and routes;
- Need to remove unnecessary traffic lights;
- Need car free zones/pedestrian only areas;
- Need to encourage children to walk or cycle to school;
- Build more businesses out of town.

13 Respondent Demographics

Figure 33: Gender of respondent (In-home survey)



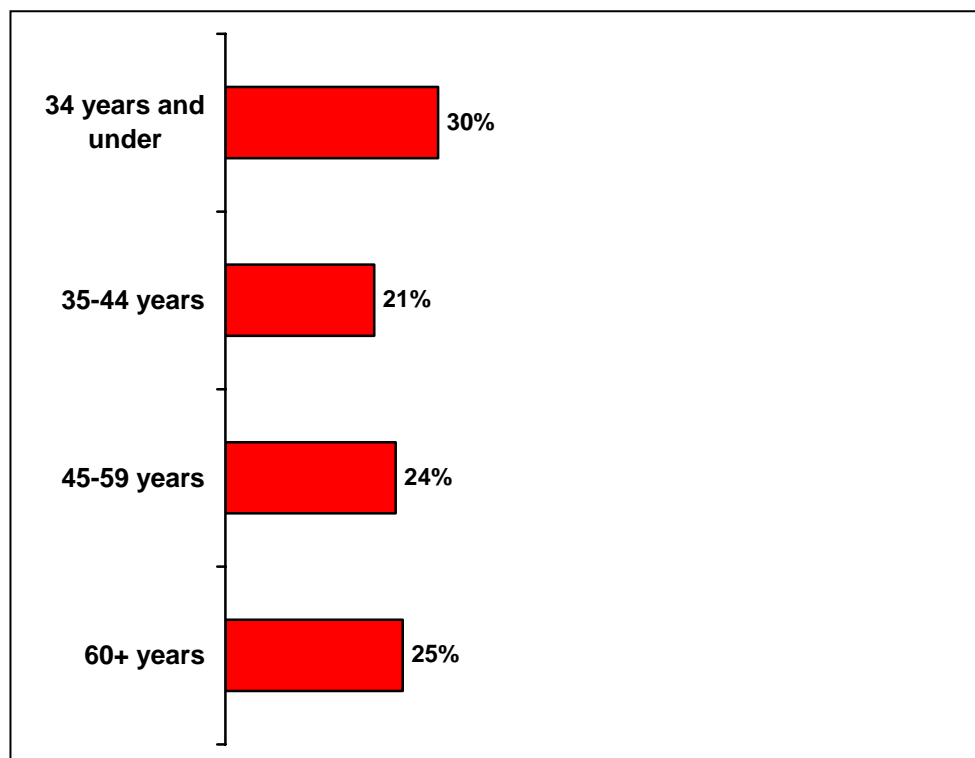
Base: 1100 respondents

Slightly more male respondents took part in the online and road show surveys (58% and 55% compared to 49% in the in-home survey).

Table 34: Gender of respondent (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Male	56%	49%	58%	55%
Female	44%	51%	42%	45%
Base	4,976	1,100	3,200	676

Figure 34: Age of respondent



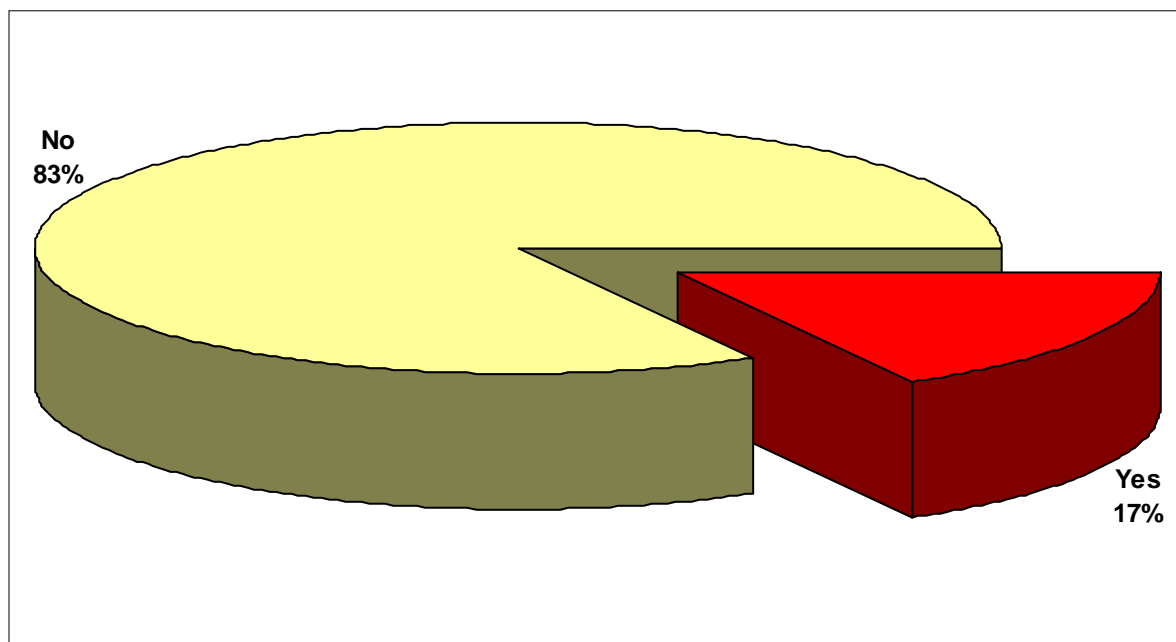
Base = 1097 respondents

Residents aged 60 years and over were less likely to respond to the online survey (10%) and more likely to complete a road show survey (38%). Just 16% of respondents to the road show survey were aged less than 35 years.

Table 35: Age of respondent

	All (%)	In-home (%)	Online (%)	Road show (%)
Under 35 years	28%	30%	30%	16%
35-44 years	25%	21%	29%	16%
45-59 years	29%	24%	30%	31%
60 years and over	6%	25%	10%	38%
Base	4,875	1,097	3,120	658

Figure 35: Whether respondent has a disability (In-home survey)

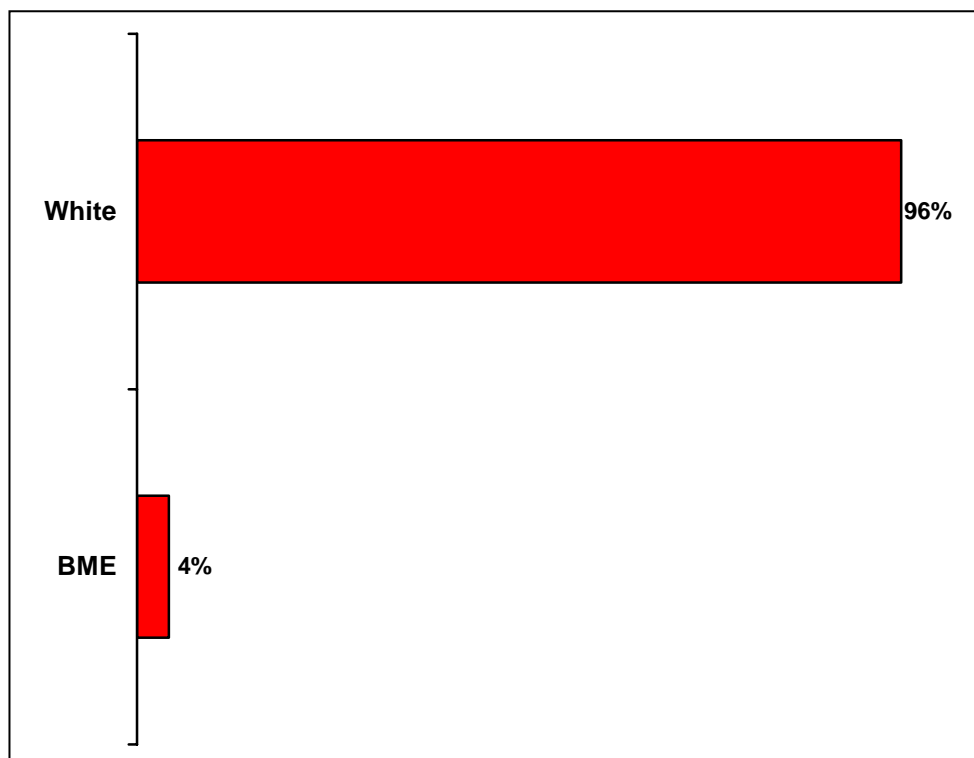


Base: 1100 respondents

Table 36: Whether respondent has a disability (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
Yes	13%	17%	11%	16%
No	87%	83%	89%	84%
Base	4,976	1,100	3,200	676

Figure 36: Ethnic group of respondent (In-home survey)



Base: 1092 respondents

Table 37: Ethnic group of respondent (All methodologies)

	All (%)	In-home (%)	Online (%)	Road show (%)
White	97%	96%	97%	97%
BME	3%	4%	3%	3%
Base	4,611	1,092	2,859	660

14 Conclusion

There is a clear issue with congestion in and around Cambridge. Nearly all respondents thought congestion was a serious problem in Cambridge with 40% stating it was a very serious problem. Half the respondents said congestion had got worse over the last twelve months. Respondents said the main ways to reduce congestion were cheaper fares on public transport, more frequent public transport and more reliable public transport. Three quarters of respondents said they would use their car less if there were suitable alternative ways to travel.

Two thirds of respondents say a car or van is their main method of transport in Cambridge and relatively few mainly use public transport. However, half the respondents said they were satisfied with public transport in their local area. The main improvements that would encourage more use of local bus services were: cheaper bus fares, more frequent bus services and more reliable and punctual buses.

Four fifths of respondents said charging £5 to drive in Cambridge during morning peak would have some effect on reducing congestion although a quarter stated that they would carry on as before if a congestion charge was introduced. Respondents thought residents in Cambridge and disabled residents should pay less congestion charge. Over half the respondents thought the money raised should be spent on improving bus services in Cambridgeshire.

Overall a third of respondents support the principle of congestion charging, however support for congestion charging rises significantly if attractive alternatives are in place for travelling in Cambridge (59% would support congestion charging) or if all revenues raised were spent on improving transport in Cambridgeshire (55% would support congestion charging). Two fifths would support congestion charging if it was only introduced between 7.30-9.30am, Monday to Friday.