

Travelsafe Survey Results 2008

1. Background

Newport Safer Neighbourhood Team were interested in addressing problems experienced using public transport in and around Newport. Therefore, a survey of young people in the area was conducted in order to gain a fuller understanding of popularity and issues around public transport.

2. Aims and Objectives

The aim of the survey was to investigate how often young people used public transport in and around Newport and any problems they encountered.

3. Methodology

A brief self-completion questionnaire was distributed to a number of students in one of the high schools located in Newport. A total of 483 survey forms were completed and returned, and of these 99% of respondents were aged between 13 and 16 years.

4. Results

Table 1: How frequently respondents use public transport

	Frequency	Percentage
Daily	253	53
Weekly	98	20
Fortnightly	28	6
Monthly	36	8
Very rarely / Never*	65	14
TOTAL	480	100

* These respondents were excluded from the remainder of the analysis

The majority of respondents use public transport daily and 60% of respondents reporting using public transport to and from school. Many respondents reported using public transport for multiple reasons, for example to travel to school, travel to work and for other or general use.

When respondents were asked to indicate which form of public transport they used most frequently, buses were clearly the most frequently used form. Southern Vectis was the most commonly used operative (89%, Wightbus 17%) Ferries and Hovertravel were used less frequently (27% and 6% respectively), whilst trains were very infrequently used (1%). As shown in the table below respondents use their preferred methods of transport most frequently.

Table 2: Respondents preference for method of transport

	Frequency	Percentage
Bus	117	34
Car	75	28
Ferry	33	11
Walking	23	9
Bike	7	3
Hovertravel	6	2
Train	3	1
Moped / Motorbike	2	1
TOTAL	266	100

Respondents were asked to indicate how good or poor they normally found their journey using public transport. Graph 1 shows respondents' levels of satisfaction with their journeys.

Graph 1: Views on journeys using public transport

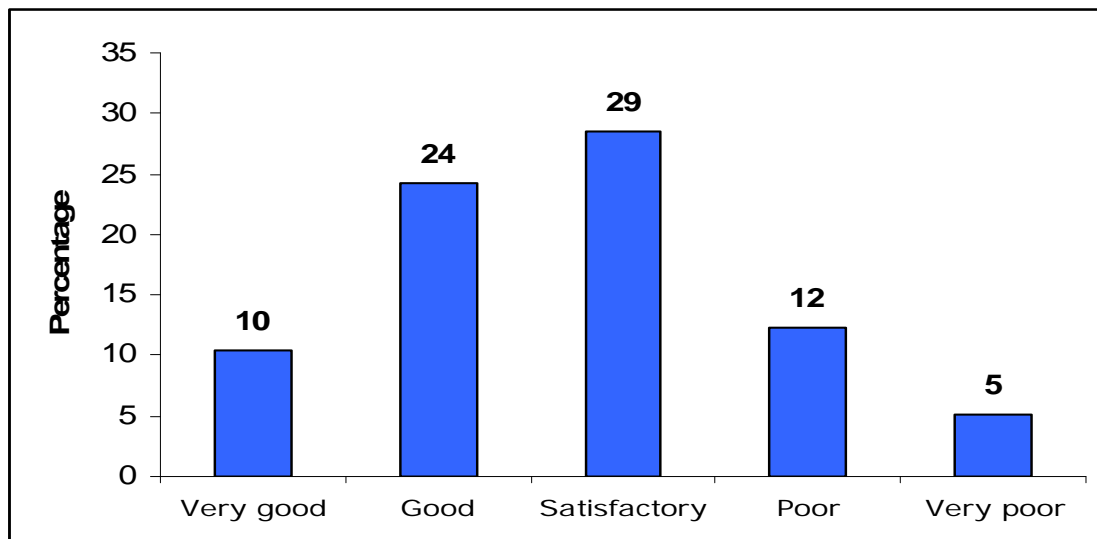


Table 3: Problems experienced on public transport

	Frequency	Percentage
Chewing gum on seats	204	52
Rude / Unhelpful drivers/staff	170	44
Litter	169	43
Loud people	161	41
Poor condition of vehicle	152	39
Smoking	119	31
Badly behaved school children	106	27
Swearing	100	26
Loud music	90	23
Intimidating behaviour	88	23
Graffiti	79	20
Objects thrown at vehicle	55	14
Fighting	55	14
None of these	48	12

The table above shows the problems the respondents reported experiencing when using public transport. However, it was not indicated which mode of public transport these problems were experienced on most frequently. Data collected about the bus routes most frequently used shows that a large number of routes are used and therefore these problems cannot be broken down by route to give any reliable results (please see Appendix A for additional information about bus routes).

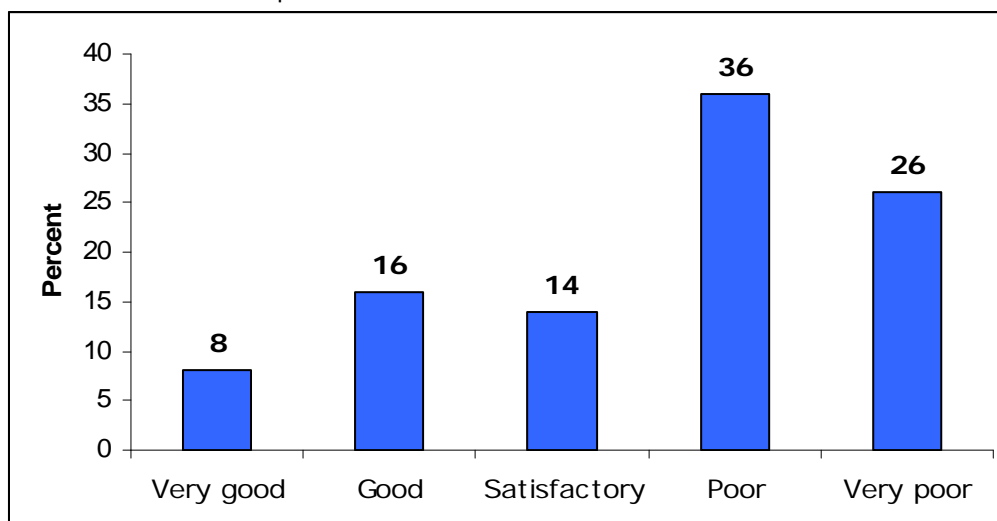
Only 14% (51 respondents) reported the problems that they have experienced. The table below shows who they reported these problems to.

Table 4: Problems on public transport reported to:

	Frequency	Percentage
Transport Provider	25	51
School	14	29
Other*	5	10
Police	3	6
Local Council	2	4
TOTAL	49	100

* Included here: parents and bus drivers

Chart 2: Satisfaction with complaint action



The chart above shows that the majority of respondents were not satisfied with the way that their complaint was dealt with (62%). 68% of respondents stated that they would like to see a punishment system in place for those who committed offences whilst using public transport. Comments made by respondents about the possible punishments for those who committed offences on public transport mentioned fines and bans most frequently, for example:

'Ban them from public transport for a few months.'

'Should be banned or made to catch another bus.'

'More casual about banning. Southern Vectis and Wightbus should ban the same people to be more forceful.'

'Pay fines.'

'More control upstairs, fines.'

Other comments made by the respondents focussed on fares being too high and an extended bus timetable:

'More buses to Cranmore please! Every 2 hours is ridiculous.'

'The lack of public transport in Porchfield has forced me to travel around by moped.'

'I would like to see a more frequent bus into Newport from Niton and I would like them to go later instead of a curfew at 7. 50p student rider should come back.'

'The cost of bus tickets is far too expensive, paying £6 to go to Newport from Wootton is daylight robbery.'

'Reduce student rider to 50p.'

Appendix A: Further respondent information

What area do you live in?

	Frequency	Percentage
Newport	144	33.7
Freshwater	69	16.2
Carisbrooke	67	15.7
Totland	18	4.2
Ryde	15	3.5
Brighstone	14	3.3
West Wight	10	2.3
Rookley	9	2.1
Wootton	8	1.9
Yarmouth	8	1.9
Cowes	7	1.6
East Cowes	7	1.6
Shorwell	7	1.6
Ventnor	6	1.4
Cranmore	3	0.7
Northwood	3	0.7
Other	32	7.5
TOTAL	427	100

What number bus do you normally catch:

Bus Route	Frequency	Percentage
1	12	3.4
10	3	0.9
100	1	0.3
103	4	1.1
104	3	0.9
105	9	2.6
106	5	1.4
11	59	17.0
133	1	0.3
2	6	1.7
3	8	2.3
33	4	1.1
35	1	0.3
38	30	8.6
5	8	2.3
51	1	0.3
52	15	4.3
53	27	7.8
57	7	2.0
6	8	2.3
61	5	1.4
62	7	2.0
63	1	0.3
65	12	3.4
7	73	21.0

77	1	0.3
78	1	0.3
8	6	1.7
81	1	0.3
9	29	8.3
TOTAL	348	100