



An analysis of open responses from the 2017 West of England Travel to Work survey



Table of contents

Section	Page
1. Introduction	3
2. Method of analysis	4
3. Executive summary, identifying key areas of priority	6
4. Cycling – key themes & suggested improvements	9
5. Train travel – key themes & suggested improvements	18
6. Bus travel – key themes & suggested improvements	23
7. Car travel – key themes & suggested improvements	29
8. Walking / running to work – key themes & suggested improvements	36
9. Transport and traffic policy, planning and management – key themes and suggested improvements	38
10. Travel and transport choices – influences and considerations	47
11. Employer-specific feedback	55

1. Introduction

- Mindset Research, working in partnership with Taurus Research were commissioned in 2017 to undertake an analysis of responses to an open question included in the 2017 West of England Travel to Work survey.
- The open question, included at the end of the questionnaire read:
“Please use this space to make any other comments about your travel to and from work. Please note that anonymised comments may be shared with the organisations taking part in this survey.”
- Just short of 10,000 individuals recorded a response to this question. Comments covered an extremely broad spectrum of themes and issues, ranging from the factors which influence the travel and transport choices people make through to very specific and detailed reflections on aspects of journeys, modes of transport, initiatives and schemes.
- In some instances comments were offered as a means of explaining decisions and experiences; in other cases respondents chose to suggest ways in which improvements could be made in relation to their specific mode of transport or to the wider issues of transport policy, planning and management in the region.
- Comments were analysed from respondents working in four local authority areas as follows:
 - 53% of those commenting worked in the Bristol local authority area;
 - 36% worked in South Gloucestershire;
 - 8% worked in BaNES;
 - 3% worked in North Somerset.
- Mindset Research and Taurus Research worked in partnership to code and analyse the comments and the resulting analysis formed the basis of this report.

2. Method of analysis

The process for coding and analysing comments was:

1. All 9696 comments were read and their content and meaning interpreted.
2. Based on this first stage of the process, a coding frame was then developed, consisting of almost 100 'codes' or response categories, created to reflect the main themes and issues identified amongst the 9696 comments analysed: in some cases codes related to specific modes of transport whilst in others, a code referred to a theme which was broader in content and scope.
3. All 9696 cases were subsequently analysed again in order that the appropriate code or codes which encompassed the essence of the comment could be applied. Typically, several codes were used to fully capture the content of each of the comments recorded.
4. Further to this process, data tabulations were generated as a means of presenting the numbers of comments allocated to each of the codes in the coding frame. Cross-tabulations were used to present this information at a total sample level and within key analysis breaks or groups. The data tabulations include the following analysis breaks (i.e. the coded data can be analysed by individual groups within the following analysis breaks):
 - Local authority area (based on where respondents work)
 - Normal mode of transport to work
 - Working hours / Normal arrival time at work
 - Satisfaction with journey to / from work
 - Respondent gender / age / disability and/or mobility issues
 - Location / area (based on locations and areas mentioned within comments)
5. Finally, 'over-codes' were generated in which the c.100 codes were simplified into eight key themes as shown in Figure 1.

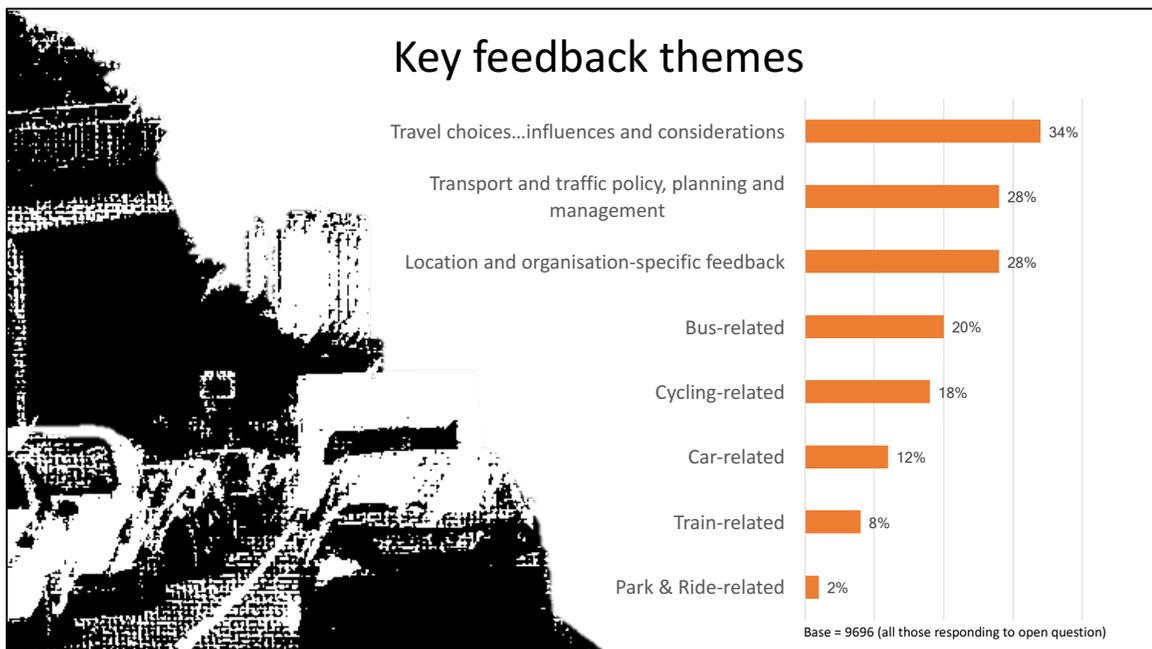


Figure 1

6. As part of the coding process, mentions of specific locations, roads, intersections (etc.) were also recorded and to an extent grouped to form a series of location codes, against which the theme codes could be cross-tabulated. In this way, the incidence of themes and issues could be evaluated in the context of a specific location mentioned in a respondent's comments (although this cross-tabulation should be treated as broadly indicative since locations mentioned in a respondent's response to the open question does not necessarily relate directly to each of the issues and themes raised by that respondent).
7. This series of codes and over-codes and the data tabulations generated using these codes formed the basis of reporting.

3. Executive Summary, identifying key areas of priority

- Analysing almost 10,000 comments made in response to a very broad open question (“Please use this space to make any other comments about your travel to and from work.”) presents significant challenges posed by the sheer range and diversity of subjects addressed across these comments.
- The analysis on which this report is based attempts to impose a degree of structure around comments by identifying recurring themes and indicating the relative strength of each of these in terms of numbers of mentions. This is the starting point for evaluating the key areas of priority based on the volume of comments addressing various themes.
- A coding frame, running to almost 100 codes, was used to achieve this. An analysis of the results of this process reveals that the ‘top’ priorities (based on number of mentions/references) encompass issues peculiar to a particular mode of transport – as well as themes which are broader in their scope, such as the factors determining travel and transport choices or the perceived lack of alternatives. Figure 2, which presents only response codes accounting for more than 5% of respondents, illustrates also the diversity of themes (i.e. this ‘top 10’ includes themes on traffic management, on issues facing cyclists, on considerations and experiences specific to bus users and on the numerous and complex factors that determine the choices people make in travelling to and from work in this region).

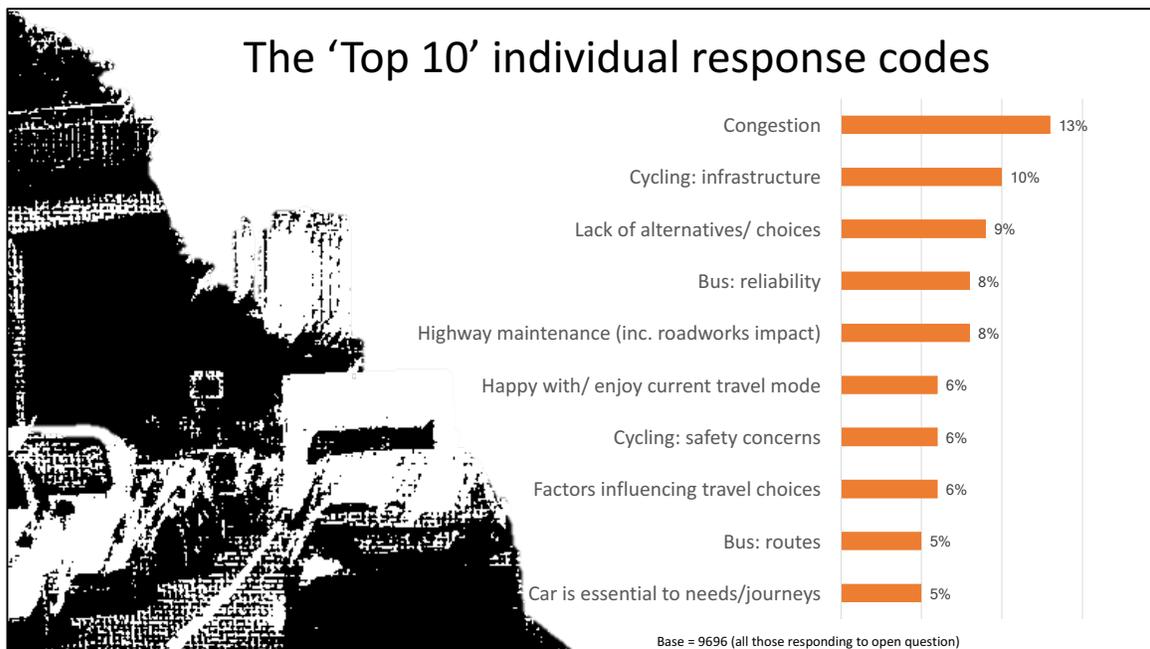


Figure 2

- These priorities need to be considered alongside the broader ‘over-codes’ set out in Figure 1 (which group the c.100 individual codes – the top ten of which are highlighted in Figure 2 – into much broader categories based on theme).
- In our analysis, congestion is deemed to be part of the ‘Transport and traffic policy, planning and management’ theme due to its impact on a wide range of commuters and not just motorists. It is apparent from the feedback offered that respondents tend to believe that it is impossible to

separate individual parts of the region's transport and travel system: for example, congestion is seen as symptomatic of a lack of appealing alternatives and can only be addressed by delivering solutions that deal with the symptoms (e.g. making cycling a more attractive proposition; similarly, providing more viable and attractive public transport options etc.).

- In numerical terms, comments about train travel to and from work do not equate to the large volume of comments addressing car, public bus and cycling themes (with only 8% of respondents making 'train-specific' comments). **Congestion clearly affects all three user groups (with 1235 respondents, equating to 13% of who commented raising this issue)**, and although congestion blights the journeys of commuters right across the region, several key hotspots emerged from the comments recorded. These included:
 - The area around M4 (J19), M32 (J1), and the road network in proximity to these junctions, including the Ringroad link to Abbey Wood.
 - The Almondsbury Interchange (M4/M5/A38).
 - Several stretches and junctions of the M5, with Avonmouth Bridge, Portishead / Portbury sections causing particular concern to many.
- Beyond the congestion issues affecting these three groups (car-users, bus-users and cyclists), the focus for each of these is on:

Car use:

- Parking: costs and availability (283 respondents commented on this issue)
- Car-share options: making schemes work better and addressing concerns about the way some employers impose or manage such schemes (103 commenting on car-share difficulties and 76 on the promotion of car-share schemes)
- 2+ lanes: their design and their impact on road safety and congestion (84 commented)

Bus use:

- Reliability (778 commented)
- Routes: lack of appropriate options; changes etc. (527 commented)
- Frequency (297 commented)
- Journey times (280 commented)

Cycling:

- Infrastructure (998 commented)
 - Safety (570 commented)
- The strength of feeling evident in the comments relating to cycling in the West of England in general and in Bristol in particular, cannot be ignored. The fact that so many respondents took the trouble to record comments focusing on cycling-related issues also points to the importance of this mode of transport to the region. Indeed, it is worth finishing this summary by revisiting the key points encompassed by cycling-related survey feedback, since there is considerable belief amongst the sample – including existing and would-be cyclists – that a radical and bold approach to these issues is the only way to address the broader travel and transport issues raised in this survey:
 - Cycle lanes stop and start: there is no continuity or reliability and this makes cyclists' journeys frustrating, inconvenient and dangerous. Many respondents note that this is a

perennial complaint which should by now be familiar to local authorities and other agencies with responsibilities in this area – yet there appears to be little evidence of the problem being addressed.

- Cycle lanes need to be dedicated and separated from other road users – including cars, buses and pedestrians. Furthermore, physical separation (e.g. raised kerbs) is the only truly safe and effective solution.
- Bristol desperately needs a properly planned network of dedicated cycle lanes, implemented without compromise following the main arterial routes into the city, joined up to form a comprehensive cycling network.
- Bristol fails to live up to its reputation as a cyclists' city. Cyclists feel let down: in a city in which cycling is hugely popular, the reality falls far short of the 'hype'. Many respondents pointed to schemes in other European countries – the Netherlands especially – as the blueprint which Bristol and the West region need to follow. A bold approach is needed in which provision for cyclists is more than an 'add-on' to the existing infrastructure.

4. Cycling – key themes and suggested improvements

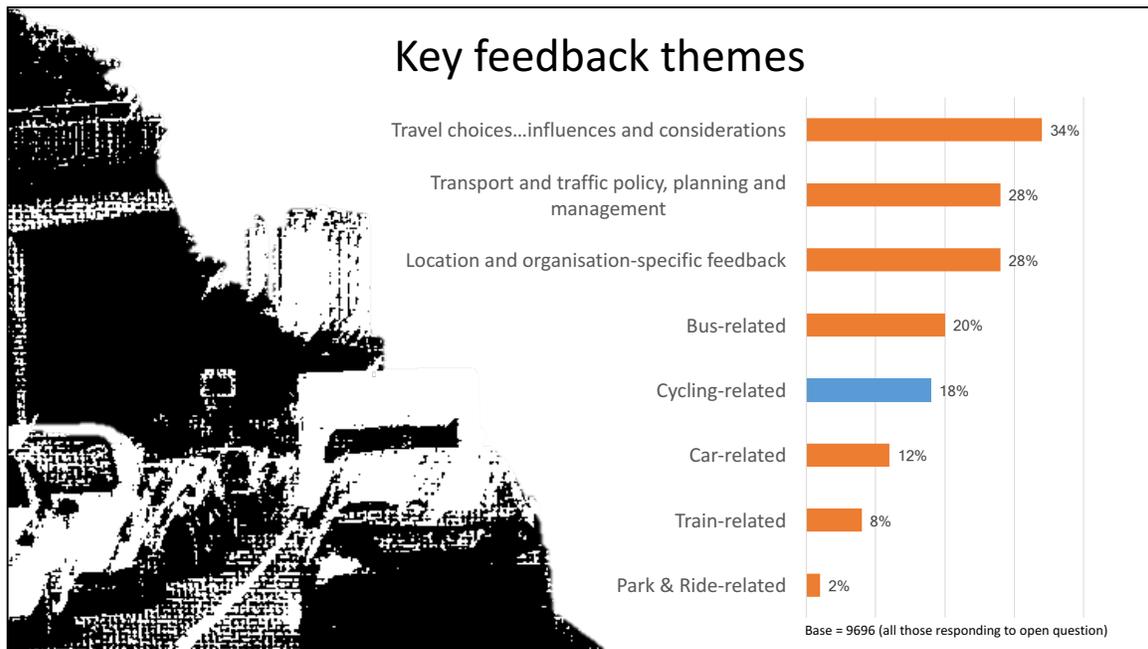


Figure 3

Theme / issue	Including...	Total number of mentions	Mentions by those classifying as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Infrastructure	Improvements, more integrated policy, joined-up across city to provide complete network, more lanes/routes, don't share with buses/pedestrians	998	648	43%
Safety concerns	Dangerous, lighting, signage, accidents, frightening, lack confidence/fitness, not practical, too old	570	311	21%
Maintenance	Cycle paths better maintained, grit / icy conditions, overgrown	188	145	10%
Plan to / would consider	Better weather, in summer, occasionally, plan to join cycle scheme	168	10	1%
Behaviour	Dangerous cyclists, too many, not wearing helmets, using pavements, considerations to pedestrians	77	6	<1%
Improvements	Have been poor / not completed	59	43	3%
Efforts to improve cycling infrastructure / facilities	Positive, happy, pleased!	32	27	2%

Table 1

Infrastructure

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Infrastructure	Improvements, more integrated policy, joined-up across city to provide complete network, more lanes/routes, don't share with buses/pedestrians	998	648	43%

Table 2

- Infrastructure was one of two themes dominating feedback on the theme of cycling; the other being safety – and in many cases, respondents referred both to infrastructure and safety issues in the same comment, with the two themes being closely linked.
- Feelings on this issue run very strong indeed and the following selection of comments – selected to illustrate the strength of feeling and frustration apparent – represents a small sample of the many comments making similar points.
- The theme running through the majority of comments is the belief that the cycle infrastructure in the area – with Bristol being a particular focus – is quite simply not fit for purpose. Many specific points were raised to support and explain this belief with some of the main points being:
 - Cycle lanes stop and start: there is no continuity or reliability and this makes cyclists' journeys frustrating, inconvenient and dangerous. Many respondents note that this is a perennial complaint which should by now be familiar to local authorities and other agencies with responsibilities in this area – yet there appears to be little evidence of the problem being addressed.
 - Cycle lanes need to be dedicated and separated from other road users – including cars, buses and pedestrians. Furthermore, physical separation (e.g. raised kerbs) is the only truly safe and effective solution.
 - Bristol desperately needs a properly planned network of dedicated cycle lanes, implemented without compromise following the main arterial routes into the city, joined up to form a comprehensive cycling network.
 - Bristol fails to live up to its reputation as a cyclists' city. Cyclists feel let down: in a city in which cycling is hugely popular, the reality falls far short of the 'hype'. Many respondents pointed to schemes in other European countries – the Netherlands especially – as the blueprint which Bristol and the West region need to follow. A bold approach is needed in which provision for cyclists is more than an 'add-on' to the existing infrastructure.

“You're going to get this comment a lot from cyclists...bike lanes are a joke! They offer no safety form cars, they stop and start in inexplicable places and half the time people just use them to park in! Bike lanes should have a raised kerb between them and the traffic if they're going to be in any way effective. I've lost count of how many times I've nearly been knocked off my bike by cars either squeezing me into the kerb or cutting me off!”

“Travelwest needs to be brave and make some major improvements to cycle safety. How about a dedicated cycle lane on one of the existing lanes of traffic on the Portway? What about the same on Templeway, Hotwells Road, and Wells Road? If London can do this then there is absolutely no reason why Bristol can't. My basic proposition is that every major artery into and out of Bristol needs a full designated lane for cyclists. Initially this will no doubt baffle drivers and drive them mad but the rise in the popularity of cycling with the generally poor cycle lanes cannot be ignored and will surely increase if cyclists are given their own safe corridors through the city.”

“While Bristol calls itself a cycling city, infrastructure project across the city still does not consider cycling properly. A little red line on the side of the road is not really adequate, especially when cars can park on it anyway ... it then makes it more dangerous as one has to go in and out of traffic. Proper cycling city separate cycling path from the road. There was an opportunity to do this on Whiteladies road when it was redone a couple of years ago but got completely missed. Send your city planner to the Netherlands if you are serious about being a "cycling city".”

“My main mode of transport is my bike. I cycle from Worle to Town Hall most days and I think more could be done with respect to cycle paths which are ok but need extending to include all major roads where possible. There is a problem of people parking their cars on cycle paths and this is a daily occurrence. I have never seen one ticket on any cars that regularly do this, it seems to be OK to break the highway code in Weston.”

“Bristol city centre needs more joined up cycle routes... not more cycle routes... but more joined up thinking. i.e. how do you cross the centre on bike only / bike safe routes. There are currently too many isolated 100 ms of cycle path here and there, and not enough seamless links between them.”

“We desperately need better & safer dedicated cycle paths/roads in Bristol. The need to be separate from motor vehicle lanes where possible - a token red, glass filled lane that motorists often cross over into is simply not sufficient.”

“The age-old complaint of cycle lanes suddenly disappearing. Ambiguity of mixed-use cycle/pedestrian areas in the centre.”

“Whilst it is a great initiative to have cycle lanes in Bristol, the design and application of these lanes leaves a lot to be desired. In many cases the cycle lanes are more difficult to get into and out of than using the main roadway, and in other situations they are so narrow that vehicles pass you far more closely than is recommended by the highway code. This is less than ideal as a cyclist and in order to use the roads efficiently forces me in the majority of situations to use the main carriageway rather than the dedicated areas for cyclists.”

“Cycling infrastructure is nowhere near up to the standards expected. The cycling infrastructure is always an addition to the current infrastructure, even during the design process, it is always added on to the side. It is never integrated effectively into the general infrastructure and therefore is always considered a nuisance by other road users and also ineffective by cyclists.”

“Cycling is still very difficult in and around Bristol. Cycle paths, particularly alongside roads, mean that the cyclist has to take a rather convoluted route to get across a junction often using multiple traffic light controlled crossings. It is often easier, quicker and safer to stay on the road, even with fast moving and inconsiderate other road users (the northern ring road is very good example, where the cycle lane discourages cyclists). Bus drivers in particular seem to want to run cyclists off the roads. Also cycle lanes aren't gritted or cleaned regularly, making them dangerous, especially during the winter, with ice and dead leaves. The current trend of

resurfacing roads with loose grit, relying on traffic to 'pack it down', simple leaves gravel where a cycle lane has been painted onto the side of the road. The only choice then is to cycle on the pavement or middle of the road. An example is Stapleton road, months after it was resurfaced the cycle lane still has loose chips on it, which can cause a fall."

"I do struggle with accepting that there are improvements to cycle routes when pedestrians tend to walk in them and at times become angry when cyclists point out their right of way, but my main beef is that cycle lanes are often parked in by car and van drivers with impunity it seems."

"I would like to see greater provisions made for cycling infrastructure in the transport budget, as it is a far more effective method of commuting, whilst also reducing congestion and pollution. It also has a huge health improvement impact, reducing the burden on the NHS."

"Cycling in Bristol to and from work is still a piecemeal affair of rapidly changing cycling contexts and provision - there still seems to lack a consistent way of doing things in terms of cycling provision."

"I enjoy cycling to work and the health / cost / speed benefits this brings. However, I feel that some parts of my journey are quite dangerous (e.g. Park Street, St Luke's Road bridge) and regularly feel nervous during sections of the journey. Whilst Bristol has a certain number of bike lanes, they do not necessarily link up and parts of the journey have no cycle lane at all and are, I believe, really quite dangerous - my colleague was recently injured in a collision with a bus on his way into work by bike and this has made me more wary. I would really welcome any safer cycling routes and appreciate the council's efforts to promote and encourage cycling."

"Considering the number of cyclists that use this mode of transport to get to work and for leisure, the cycle parking facilities in Bristol City Centre are appalling. The quantity and quality of cycle racks need to be vastly increased, as these are ALWAYS at capacity, especially during peak times. The demarcated cycle lanes are almost non-existent, traffic calming measures put in place and greater awareness of cyclists through signage and public awareness campaigns stepped right up. Considering how much Bristol City Council and Travelwest champion cycling the actual reality of the situation is diametrically opposed to all the hype. A step change is required!"

"If you trying to encourage more cyclists onto the road then more needs to be done. More cycle lanes are required - these are needed in a joined up fashion - too many cycle lanes stop and start; this is confusing and unsafe for both cyclists and other road users. The road surface needs to be improved - there are currently lots of dangerous potholes. Cyclists need to be educated to use the road properly and safely. Other motorised road users need to be educated to respect cyclists and ensure they are safe."

"Dedicated cycle lanes are needed. Shared pedestrian/cycle pavements are fine for family rides, but dangerous for both pedestrians and cyclists for fast cycling by commuters (15-20mph). Look at cities where dedicated space for cycling has been successfully done. Consult cyclists - if you don't cycle yourself and experience the problems first hand, they are not at all obvious. A painted dashed line in the road is poor excuse for a cycle lane. What is needed is a coloured dedicated cycle lane, separated for the road and pavement by a low kerb or rumble strip. On many roads there are large verges or other space for dedicated cycle lanes, so space is often not a constraint. It just needs to be done."

"The cycling network is still substandard. There are multiple problems. My route takes me up Gloucester Road/ the A38; on this road -The cycle lanes are inadequate (1), being routinely used for parking by other vehicles -The cycle lanes are inadequate (2), as the road surface is

broken, potholed, and covered in debris -The cycle lanes are inadequate (3), as the cycle lanes frequently disappear for stretches leaving the cyclist suddenly merging with (often stationary) traffic -The behaviour of buses on this route towards cyclists is dangerous- often overtaking too close, merging in front, and then immediately stopping for a bus stop. This cycle of dangerous overtake/merge/stop/ bike passes whilst stopped carries on the whole way up Gloucester road -This road is excessively busy and not adequate for the volume of traffic using it -The street lighting on this route is dim and inadequate. On arrival at UH Bristol, the number of spaces available for secure bike parking is inadequate for the number of regular users with no space available, and no measures underway to increase provision.”

“Provision for cycling to Bath from Trowbridge and the surrounding areas is terrible. Every day I cycle to work I have a near miss experience that could cause me to have a serious accident, there are virtually no cycle paths and the roads are full of pot holes. I tend to cycle along the canal if the weather permits not only because it is a pleasant ride but to try and avoid the dangerous roads. Councils should look at how cyclists are catered for in The Netherlands and elsewhere and realise that a token painted on line on the road is not good enough. Any driver who has been delayed by a cyclist going up Brassknocker hill will probably agree that the current situation is far from ideal. This is only going to get worse as cycling is becoming ever more popular.”

“The cycle network is very half hearted. Adding white lines to existing roads delineating cycle lanes isn't sufficient for safe cycling. Cyclists should be able to take more direct routes across the city centre away from vehicles.”

Safety concerns

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Safety concerns	Dangerous, lighting, signage, accidents, frightening, lack confidence/fitness, not practical, too old	570	311	21%

Table 3

- Again, the strength of feeling here is self-evident. Most of the comments made refer to safety concerns in the context of an inadequate cycle infrastructure coupled with other road users – car and bus drivers in particular – who lack awareness of and consideration for cyclists. Some of the key areas of focus:
 - Cycle lanes: stopping and starting
 - Cycle lanes: no separation from road
 - Cycle lanes: multiple user-classes sharing a space
 - Objects and obstructions
 - Road surfaces poorly maintained and dangerous
 - Lack of awareness and consideration from drivers

“The cycle paths often merge onto roads or onto pedestrian pathways - this cause conflict and fear among pedestrians The Barton roundabout is a nightmare for cyclists - it is not clear at all for car drivers that cyclists need space or where they are going to be, I think this applies to a

lot of the roads in Bristol that there is not enough room or awareness from car drivers how much space a cyclist needs. I feel for pedestrians, my mother is very frightened by zooming cyclists on paths and going through red lights."

"Cycling in Bristol is still very very scary experience every single day. Coronation Road is a death trap for people cycling. The cycle path along the road is dangerous - littered with cracks in tarmac, has loads of trees and lamp post in the middle of it. And getting on and off the path and accessing Southville is always a near death experience, cars speed, massive lorries never give way, people on bikes are always a secondary road user."

"Cycle lanes on main routes are not continuous, this is ridiculous. Please keep motorists out of cycle lanes, prevent them from driving and parking in cycle lanes. Cyclists as you are no doubt aware come off 2nd best in an accident. Much better QUALITY provision needs to be made for commuter cycling. Cycle lanes must be made a go-no lane for motorists. Left turn & straight-on (where no left turn) through red lights must be made legal for cyclists. Let's face it, cyclists do run red lights but only if it is safe. Actually it is often safer. Think about it."

"Since January it is hard to identify a single day where a car hasn't almost hit me on my bike. In fact, since March 2016 it is hard to find many days in which I haven't nearly been hit by a car. Some roads are so packed with cars parked on either side cars will try and squeeze past me at speed with little regard. On a number of instances cars have overtaken me going downhill, on the other side of the road into oncoming traffic, forcing the cars coming up hill to swerve and slam on their brakes. Some people will do anything to get in front of a cyclist, which is stupid as they then have to wait ages for the traffic to move and I can then overtake them again."

"I cycle and it is scary! Drivers are often in a rush and not as cautious with other road users. I have come off my bike recently and luckily, not around other moving vehicles but I often think what would have had happened had there been cars at the same time I came off my bike. Also, I have a very short journey but the amount of potholes is unbelievable. It is extremely dangerous for a cyclist. A very positive thing about cycling is that my office has great facilities for locking up my bike and getting showered and changed. If more places were this accommodating, more people would cycle."

"Where to start.... Cycling in Bristol is dangerous, the road surfaces are terrible, cycle lanes start in the middle of nowhere, run for 10 meters and then disappear and on the part of the road you need protection there generally are no cycle lanes. There are several junctions on my journey where people running red lights is a daily occurrence. People complain about cyclist running red lights but I see cars, van and busses running lights every day. Cameras are needed on these junctions to stamp this out, in all honesty I'm amazed there aren't more accidents."

"It is a death ride. I seriously think that the individuals who planned this hospital should be charged with the wilful endangerment of my well being. On average 3 cars/white man vans will attempt to take my life on the journey to work and to my home, on top of that the levels of pollution that I have to cycle through are having a detrimental effect on my well being. Try cycling within 10feet of any bus, especially the Yellow private children's school buses and one becomes engulfed in a plume of particulates. You cannot tell me that these issues did not exist before the hospital was built in a high density inner city environment. There is no redress either. No hotline to report these polluting vehicles. Then when I get to work the smokers at the entrances get me with there cancer inducing smog. The trust/councils do very little to address these pressing issues."

"Travelling to work by bicycle does not feel safe. Poorly maintained (and rapidly deteriorating) road surfaces, lack of safe cycle routes on roads, poor/inappropriate cycle ways (the red

coloured routes), inconsiderate and speeding vehicle drivers all contribute to this feeling. I really do not think there is any real commitment to improve cycle safety. The route I use takes me past the BRI to Cabot Circus and Wade Street. Where is the provision for cyclists? The 'token' red routes on the road do nothing to make the route safe, and where the danger increases any safe provision ends! The motor vehicle rules!"

"My journey to work is fraught with danger, especially within the last mile to the Hospital where there is no designated cycle path. If the Trust is serious about cycling they will put in properly segregated cycle-paths, a simple white line painted on the road is not suitable. Also, if the Trust really cares about cyclists they will put in proper changing facilities, showers, a secure cycle shed and drying rooms. Where I work, in the Blood Sciences building, there are none of these things."

"I cycle to work to ensure I get in in the most efficient way, I don't get stuck in over half an hour of traffic and at the times I choose to come to work. However, although I use cycle lanes where possible, the attitude of some car/bus/taxi/lorry drivers really makes me fearful that I'll come a cropper, I feel mentally quite tired at the end of the journey due to having to be so alert to vehicles pulling out in front of me, not indicating and making late turns across me, generally seeing me as a nuisance and revving past me too close. Most drivers are very courteous and respectful, but as a driver, cyclist and pedestrian, there needs to be more education of the responsibilities when you are on a bike, in a vehicle or even pedestrian (school kids chatting in the middle of a road with back turned to oncoming traffic for example happened last week. I've even been shouted abuse at using the cycle crossing near the entrance of Parkway Station saying I shouldn't be using the pavement, and crossing even though it clearly had a cycle lane marked to the side of the pedestrian bit (Range Rover driver accelerating very hard (up to easily 40mph coming into parkway had to brake so hard his ABS cut in). Sorry bit of a rant, but as a parent who's children walk and cycle to the local schools I am genuinely fearful for their safety as well as my own to and from work."

"Currently, the mode of transport which gives me the greatest flexibility is cycling. Fortunately, I enjoy cycling, but the most viable route (the A38/Gloucester Rd) is not the most cycle friendly, with poor cycling provision interspersed with no cycling provision. I have had innumerable instances of cars ignoring or not being aware of my presence, which have resulted in several close calls and one 'dooring'."

"Cycling to work along the A38 is very dangerous particularly with all the road works. Cycle lanes often just stop and crossing roundabouts and junctions is always difficult. With all the money spent on new junctions, it is disappointing that so little attention has been made to cyclist. If more people cycled then car traffic would reduce and everyone would benefit."

Maintenance

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Maintenance	Cycle paths better maintained, grit / icy conditions, overgrown	188	145	10%

Table 4

- Comments of this type tended to refer again – in the same way as comments about infrastructure and safety – to a perception that support for cyclists in the city of Bristol and in the wider region lacks an overall vision of what needs to happen and an appreciation of the challenges facing cyclists daily:

“I cycle to work and the state of the roads is scandalous, There are huge potholes everywhere. Cyclist risk their lives because if you hit one of these then you'll end up lying in the road !!!! Also, most drains are completely blocked, when was the last time you saw a lorry clearing them out ??? When it rains water runs like a river down the side of the road creating large puddles, not pleasant to cycle through especially as water fills the potholes !!!!”

“The cycle network is poor and badly maintained in places. Cycle lanes on Badminton Road are often muddy and blocked drains cause puddles and turn to ice in the winter. Safer cycle tracks would encourage more cycling especially in the winter.”

“Some dangerous cycle lanes - e.g. containing large pot holes, or the one on Park row which is positioned outside street parking, with no gap. Cycling in this is gambling with getting hit by car door and knocked in front of traffic. But if one cycles further into the road to avoid such obstacles drivers who are not aware / observant of them can get aggressive.”

“I use the Bristol to Bath cycle path and in parts the surface is cracking with roots ridings from underneath the path. If something could be done to fix this it would improve my experience of the paths use. Also, recent signage put up at the Bristol end of the path is inadequate in informing users of the dangerous bend at the end.”

“On my route to work there are several roads (in particular lower Redland road/Chapel Green Lane) where they have been resurfaced with a gravel type surface. This is awful as a cyclist because as soon as the weather starts to freeze or potholes form the road becomes incredibly dangerous as there are loose chippings everywhere. I'd rather have a solid road surface and dodge potholes that have potholes and loose gravel. Really pleased to see more bike stands being put in around town. This is great! It would be good to have some enforcement around cars/vans stopping in cycle lanes on Queens Road/The Triangle in rush hour. It can become quite dangerous trying to pull out into the main flow of traffic because a van has blocked the cycle lane.”

“There is often lots of broken glass on the ring road cycle path around UWE, especially at the start and end of the student terms. It is not easy to report glass through the south glos website anymore. On the segregated cycle paths the cycle side changes during my journey on different bits of path! It is not consistent if it is pedestrians side or cycle side. The street light light the

road but do not light the cycle path well, especially between ABW and UWE and Hambrook lights and the bridges over the frome. On winter nights this can make it very difficult to see on the return journey as you are driving into oncoming traffic. More should be done to make the students aware that the path between the shops at ABW and UWE is a shared path. Also lots of international students get in a tangle as they are used to driving on the other side of the road therefore as a pedestrian they get is all wrong. It is amazing there are not more cycle/pedestrian accidents around UWE."

"I live in Horfield, the cycling provision on the gloucester Road A38 into the city centre is appalling. In some areas its worse than it used to be years ago, eg there used to be a clear cycle lane as you head up past the Horfield sports centre.. this has faded and no longer can be seen. We need a cycle lane on the biggest cycle commuting road in Bristol. North Bristol seems to have been left behind, and the huge Metro bus system will add no benefit to anyone south of Patchway, why is this?"

"Cycle provision is awful. Millions of pounds can be found to fund endless road schemes but no funding can be found for cycle facilities, the cost of which would be miniscule compared to road building schemes. When cycling provision is built it is generally ill thought out, badly designed and badly implemented My girlfriend tried cycling to work but has gone back to driving her car due to lack of adequate facilities. This was with cycle routes making up 95% of the 3 mile route. She was tired of the cycle routes never being cleaned, being badly surfaced and the 13(!) barriers she had to stop and manoeuvre her bike through - imagine putting those controls on a road!"

"Dedicated cycle lanes not swept - glass, stone, chippings etc. - cause of punctures. Riding through the winter fast tracks damage to moving parts on bike - usually ride between 80-100 miles a week commuting - easily go through bottom brackets/headsets/tyres/servicing costs to wheels/replacement chain etc. I would support a tax break proposal for commuting cyclists to assist with cost of bike maintenance."

"I either cycle or run into work. The network of cycle lanes/paths along my route to/from work is incomplete (covers approx. 50% on my route). SGC are very, very, very slow to respond to requests for maintenance to these (except sweeping of cycle path when glass is present). SGC could do a lot more to support cyclists, adding a few signs here and there to indicate a cycle route doesn't really constitute a real improvement. Even new roads don't adequately cater for cyclists or completely ignore their needs."

5. Train travel – key themes and suggested improvements

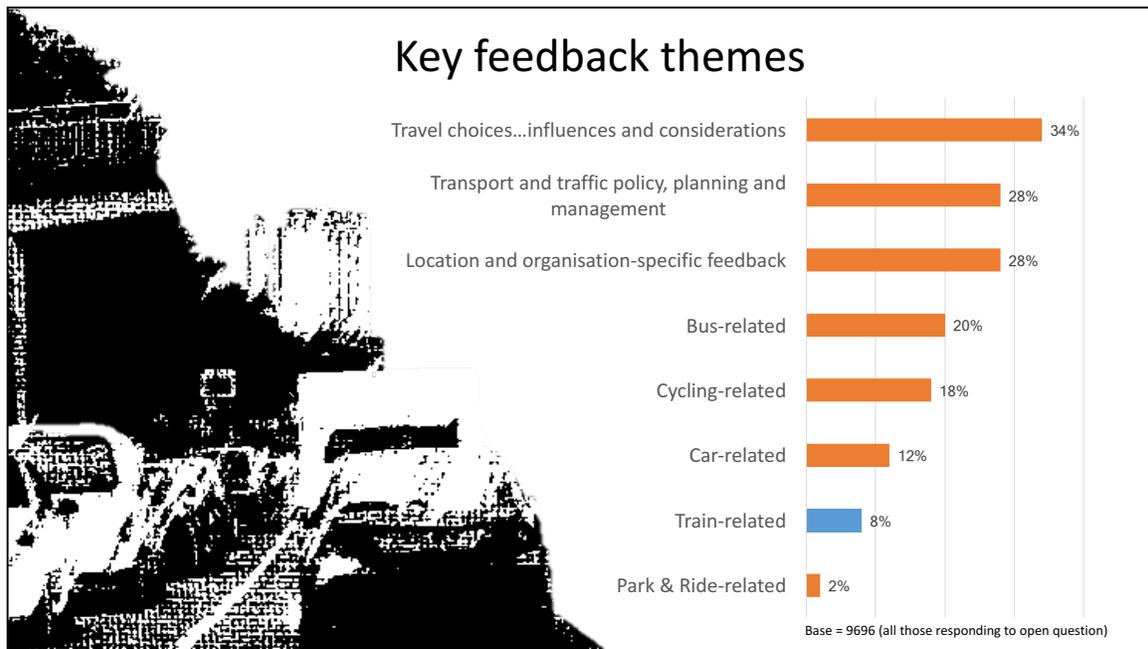


Figure 4

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Overcrowding	More carriages needed	262	207	38%
Affordability	Ticket prices, VFM, expensive, parking at station cost	192	79	14%
Reliability	Late, unreliable, cancellations, poor service	163	116	21%
Frequency	More frequent, earlier/later service, timetabling	157	83	15%
Routes	No direct route, need to change, re-open better links, better connections	85	8	1%
Stations	Proximity to station, no local station	52	-	-
Journey time	Too slow, extends journey	39	7	1%
Comfort	Cold, dirty, uncomfortable	33	23	4%
Station facilities	No shelter, parking spaces, CCTV	23	19	3%
Cycle facilities	Able to take bike onboard	22	16	3%
Train access	Disabled, pushchair	2	-	-

Table 5

Overcrowding

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Overcrowding	More carriages needed	262	207	38%

Table 6

- This was the most-mentioned theme amongst those who indicated that the train was their normal mode of transport to work. Commonly the need for more carriages was identified.
- Although various specific routes were mentioned, the theme of overcrowding was widespread, affecting many routes:

“Severe train overcrowding from Cardiff to Temple Meads meets severe overcrowding and poor means of leaving Temple Meads at 0820. Everyone queues because there's not enough turnstiles and the one door to Temple Quay is too narrow. What a poor advert for public transport.”

“The trains first thing in the morning are massively overcrowded with no limit as to how many people can be crammed on. A few weeks ago the train was late, overcrowded and hot. One passenger passed out but as we were crammed in so tightly she couldn't fall to the floor put was held up by the bodies around her. There are limits on volumes for transporting livestock but not train passengers it seems. This does not seem right.”

“Trains are too often overpacked (often to the point where you can't get on) and/or delayed. There are too few trains stopping in Keynsham, and too few carriages. Furthermore people regularly faint on these services and nobody seems to care. How the trains are not a safety concern is beyond me.”

“Very dissatisfied due to the appalling overcrowding on trains between Bath and Bristol. Cattle would not be permitted to travel in those conditions at times. Also issues with trains being cancelled which adds to the overcrowding, but for this I would be satisfied with my travel to work.”

“In the morning my Train Service from Yate is approx half hourly so not too bad but trains very crowded I get first train out of Yate to Filton Abbeywood at 06:45 and even this is nearly full seating wise once it leaves Yate to Abbeywood and Temple Meads and beyond. But the service is inadequate in the evenings at only one an hour at 48 minutes to the hour so if you miss this or cannot get on you have to wait another hour for next one, the 15:48 is usually 4 carriages so plenty of space but not peak time but the 16:48 and 17:48 peak time are only 3 carriages and rammed by the time they get to Abbeywood and I have seen people not be able to get on does not help with Wise students as well.”

Affordability

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Affordability	Ticket prices, VFM, expensive, parking at station cost	192	79	14%

Table 7

- Comments about the affordability of rail journeys were numerous and related both to specific routes as well as to affordability in general. Reflections on lack of affordability or poor value for money were often made in conjunction with comments reflecting on the poor quality or other aspects of the service.
- There were also many comments about perceived inequities and inconsistencies in the price of rail travel, with respondents contrasting the costs of different parts of their journey or different journeys:

“It’s very expensive commuting by rail. The only way to save a significant amount is to buy an annual season ticket - a small bit of card which costs over £2000! You can replace these as they wear out, but will only be able to replace a lost ticket once - talk about putting all your eggs in one basket! An Oyster-style system would be much more sensible where the card is the means of accessing the value you’ve invested in your travel account, but if you lose the card it can just be cancelled/ replaced.”

“The train journey is ridiculously expensive between Weston super Mare and Bristol Temple Meads. It’s over £2,000 per annum for an annual season ticket and a daily is £10.80 return! There are only two carriages which makes it difficult to get a seat at rush hour. At times I have had to pay the expensive cost of travel and had no seat on the out or return journey. Overcrowding is a massive issue during rush hour. In the event a service is delayed or cancelled getting to work or home from work can take hours. To add insult to injury on top of the cost of the train ticket I also have to pay parking costs to park in the train station car parks. Travelling to work is not a pleasant experience.”

“Train is horrifically expensive and usually standing room only going home.”

“The train is a 12 minute journey and costs £1550pa. This comes from my net pay so it essentially trims about £2500 from my gross pay per annum. This is far too expensive. It’s environmentally friendly and should be encouraged.”

“The cost of train commuting is horrific. I pay more for my journey from Tiverton to Distil than I did from Cambridge to London. No facility for part time commuters (I work 4 days a week) is offered, meaning that part time workers are financially penalised in comparison with full time workers. Train travel is subsidised within Devon but not for travel outside the county, meaning that I am again financially penalised for travelling outside the county to work. Overall, I pay a sixth of my monthly salary just to go to work - a sum nearly equivalent to my mortgage!”

“I travel from Cardiff to Patchway railway station on the train that departs Cardiff at 0800. In my opinion, the quality / comfort levels of the train is very poor when compared to the ticket price (Day return is £14.60). There is little cost benefit to buying a season ticket which makes little

sense. I usually catch the 1635 train from Patchway back to Cardiff and the conditions on this train are appalling. They always use a 2 carriage train which is packed full (like a tin of sardines!). This is, by far, the most popular train and they always lay on a 2 carriage train whereas the 1535 and 1735 trains are 3-5 carriages every time. Makes little or no sense. If you want to get more people off of the roads between Cardiff and Bristol then reduce the price of these trains or improve the value for money by laying on better quality trains or simply more carriages. Thanks!"

Reliability

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Reliability	Late, unreliable, cancellations, poor service	163	116	21%

Table 8

- Again, comments were made in relation to identified routes (and the range of these was considerable) and to rail travel in general.
- Some respondents believed that local routes are especially prone to delays due to a perceived priority given to London trains and other inter-city routes.

"Transport is way too irregular and unpredictable. The 10 minutes difference between taking one train or another means a difference of 30 minutes in the arrival time because trains never arrive at the same time and, thus, you never know if you will be able to take a bus or not. And, of course, the amount of delays in the trains doesn't make it better."

"Only dissatisfaction is priority on rail networks given to London trains, over local stopping services. Means the more local commuters are the ones often penalised for late runnings on other parts of the network."

"Trains are regularly late - sometimes as often as 5-6 journeys out of 10 in a week."

"I rely heavily on rail transport between Lawrence Hill and Filton Abbey Wood. It is an extremely unreliable service with frequent delays and cancellations - scheduled trains are often sacrificed at the expense of longer distance running trains despite this being a very busy commuter service."

"We need improvements to local rail services -- four-tracking at Lawrence Hill and Stapleton Road will be welcome, but we also need redoubling between Stapleton Road and Clifton Down. The 8.16 from Clifton Down always has to wait between Clifton Down and Redland for the train coming the other way, and is consequently almost always late at Temple Meads."

"So much regular disruption on the trains is very trying."

Frequency

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Frequency	More frequent, earlier/later service, timetabling	157	83	15%

Table 9

- Several routes – such as the Severn Beach line – appeared to attract a particularly significant volume of mentions in relation to frequency, but again, as with most of the issues raised in this section on rail travel (such as affordability and overcrowding) feedback related to a variety of routes and it would be inappropriate to single out specific routes too much as the issue appears deep-rooted: it impacts the experiences of many commuters.
- Many comments also referenced a perceived lack of co-ordination and planning in terms of the way that the timetabling of services fails to facilitate smooth and convenient changes.

“I use the train via local stations and my bike as it is infinitely preferably to the nightmare that getting two buses across the city would be - although it's more expensive. At times the tiny two carriage local train is absolutely crammed - more local train services (more services and longer trains) at peak time especially, would make this method of travel even more attractive and help take some cars off the road!”

“Train service between Temple Meads and Severn Beaches train station has to be more frequent. One service every two hours is just not enough. Bus is not solution and many people choose to drive if you keep cancelling train services or closing down train stations.”

“The trains are usually delayed, sometimes the train from work is more than 20 min delayed. There is just 1 train per hour that I can take. I have to walk 20 min to Bristol Temple Meads every day because the timetables are horrible, and if I took a train from Bedminster instead I would have to wait in temple meads for the next train to work for 20-30min.”

“There are not enough rail services running to Severn Beach. Most of the timetabled services for this line stop at Avonmouth. There is no forward public transport from Avonmouth. The walking distance from Avonmouth to Severn Beach is 5.5miles along a very dangerous A road - some of it unpaved.”

“I use the train to travel to work but in the last 12 months there has been nothing but disruption due to track work, station work and so on. Nothing is co-ordinated so it is one thing after another. I only travel a short distance to Keynsham which is a station that has become increasingly busy following extensive building of new homes but although the service is full to capacity there has been no increase in the frequency of the trains at rush hour or an increase in the amount of carriages provided. The service from Bristol Temple Meads during rush is very unsatisfactory with the trains being completely overcrowded and getting a seat a rarity. The only thing that has increased is the cost of the travel for an increasingly poor service.”

“Train connections & frequency is poor, bus services are even worse/non-existent to UWE/Abbey Wood area & finding out information is impossible.”

6. Bus travel – key themes and suggested improvements

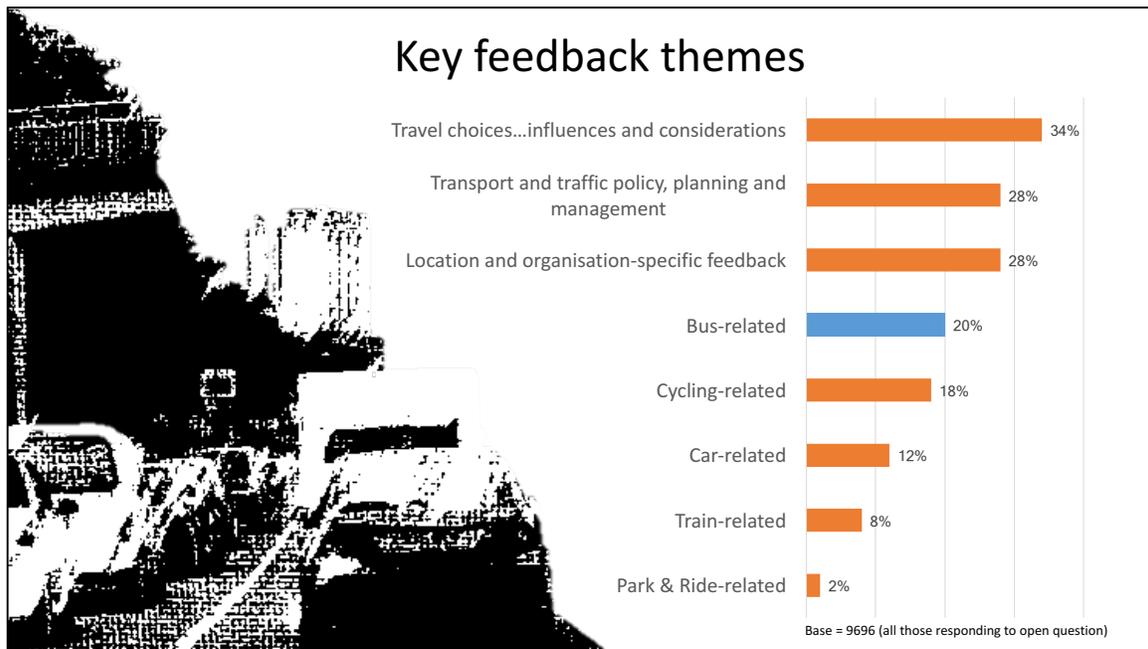


Figure 5

Theme / issue	Including...	Total number of mentions	Mentions by those classifying as normal mode work transport	% of this group (normal mode of transport) mentioning
Reliability	Late, unreliable, cancellations, poor service	778	400	39%
Routes	No direct routes, need to take 2 buses, cut routes, rural routes needed, cross links	527	96	9%
Frequency	More frequent, earlier, later evening and weekend service, better timetabling	297	138	14%
Journey time	Too slow, congestion, doubles journey, too many stops	280	101	10%
Overcrowding	Especially during school term-time	141	103	10%
Realtime info / Apps / website	Need to be accurate, working, website accurate	84	54	5%
Lack of stops	More stops, proximity to stops, long walk to stops	46	7	1%
Driver conduct	Attitude, rudeness	40	28	3%
Comfort	Cold, dirty, uncomfortable, hot	40	22	2%
Ticketing	Concessions, buying on bus, pass not always accepted, contactless, not all have smartphones	26	19	2%
Anti-social behaviour	Headphones, drunk passengers	8	3	<1%

Table 10

Reliability

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Reliability	Late, unreliable, cancellations, poor service	778	400	39%

Table 11

- Unsurprisingly, many of the comments relating to buses being unreliable revealed a degree of frustration, anger and impotence. Comments were not confined to a few routes but were made in relation to a wide range of services across the region. The comments reproduced below are representative of the many comments offered:

“Far too much traffic and a lack of continuous bus lanes means buses and bus journeys to work can be very unreliable. Road network is very sensitive to disruptions.”

“Buses are rarely on time which is stressful, sometimes it actually makes more sense to bring the car to work even though it costs more money. At least once a week it can take up to one and half hours to get home, which is only 5 miles, if it wasn't for the hills I'd walk because it would be quicker and that is ridiculous.”

“The biggest issue I have is that Buses are very unreliable with times. They don't turn up on time so it makes it hard to know what time to leave work to make the bus. For example I have got to the bus stop the same time on two occasions and on the first one the bus was late and the second it was early and had left by time I got there.”

“Buses are not reliable, the roadworks make the journey that much longer meaning that it is often easier and faster to just drive in alone, despite the expense of paying for parking.”

“Bus service on my particular route is terrible. I use the 90, and it frequently does not turn up, sometimes 2 or 3 don't show up until one arrives. This is applicable to both to and from at either side of my commute.”

“The bus system and scheduling is absolutely ATROCIOUS and needs to be remedied IMMEDIATELY. I am sick of waiting 50+ minutes for a single bus to turn up, when 4 should have shown up on schedule beforehand. Buses are ALWAYS late, or NEVER show up. I am mainly talking about the travel home from Aztec West to Northville Road (or anywhere along Gloucester Road). The bus system from the city to Aztec West and back is the absolute worst organised system I have ever experienced in all the major cities I have lived and worked in. The amount of buses that are put into the rotation needs to be increased, and there needs to be a much stricter following of the schedule. This is absolutely unacceptable.”

“The journey is appalling as very often the scheduled bus does not arrive in the morning (often 3 buses fail to turn up) causing me to be late on a regular basis - the bus drivers rarely if ever respond to me asking them why the buses have not arrived - in fact they usually do not even acknowledge I have asked them and will ignore me which is very frustrating - I regular contact customer service who state that they will reply with a response within 14 days but usually I do not receive any response of any kind.”

“Biggest issue is the unreliability of the real time information on bus stops against the bus timetables at bus shelters against the actual time the bus turns up. My bus number 6 is reliably unreliable. Majority of days especially evenings the bus is late or the 1710 just doesn't turn up. Bus shelters on the centre are poor and far too small for the number of people who use them at peak hours.”

Routes

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Routes	No direct routes, need to take 2 buses, cut routes, rural routes needed, cross links	527	96	9%

Table 12

- Again, comments in this category relate to many locations and services:

“Buses are frequently late in the morning and not many are on after 1900. my journey takes 2 buses to and from work - would very much like to see more bus options around the Whitchurch area to connect to Clifton and North Bristol area.”

“There are very few options for travel between St George (East of Church Road) and Montpelier/Redland/Clifton. It takes 30 mins to walk to the nearest train station, and there are no bus routes to those areas from the East.”

“Public transport options to Aztec West are very limited.”

“No direct service from either bath or bristol bus stations to emersons green nhs treatment centre (bs16 7fh). No express bus service from trowbridge to bath (13 mile journey takes almost 60 minutes). Bus from bath to downend (nearest stop to emersons green) takes more than an hour. Public transport is poor, for people who drive there is no incentive to use public transport. I do not have a car and therefore regularly use public transport to and from work, however, this takes in total 5 hours each time I use the bus. This makes for a long and tiring day.”

“New bus routes from Horfield to Redland hill other than the route via city center can be introduced. This could be helpful to reduce the travel time to work.”

“This deserves to be in upper-case letters: THERE ARE INCREASING AND NOTABLE NUMBERS OF EMPLOYEES LIVING IN BEDMINSTER / WINDMILL HILL / VICTORIA PARK, YET THERE REMAINS NO DIRECT BUS FROM EAST STREET (OR ST JOHN'S LANE, FOR THAT MATTER) TO THE VICINITY OF THE PRECINCT. THERE IS A NEAR-INFINITY OF BUSES FROM THIS AREA TO GLOUCESTER ROAD AND BEYOND, BUT NOTHING SERVING HUNDREDS OF UNIVERSITY EMPLOYEES IN GETTING TO AND FROM WORK. WHY ON EARTH CAN THERE NOT BE, AT LEAST INFREQUENTLY, A DIRECT BUS FROM (E.G.) EAST STREET TO WHITELADIES ROAD?”

Frequency

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Frequency	More frequent, earlier, later evening and weekend service, better timetabling	297	138	14%

Table 13

- A similar sense of frustration is evident from comments coded to this theme. (Please note that many comments about bus travel were coded to multiple codes – i.e. an individual's thoughts encompassed several themes, such as bus reliability, service planning, frequency and comfort):

“Service home from work up the Gloucester Road always jam packed at rush hour- especially in bad weather. Have waited over 45 mins for a bus before to have 2 drive past full. Very disappointing. Normal bus for me is 75/76.”

“Bus services in Staple Hill don't get much attention: if there is a service change is it usually less frequency or a total removal of a bus service like the X18. My bus time has changed from 8.12 to 7.47 and the next one goes at 8.27. I can either be at work at 8.10-ish or at 9. I think that is a very bad service during rush hour.”

“I travel daily 7 days a week to southmead hospital via bus and I cannot complain about the service apart from 1 aspect there needs to be a service that arrives at southmead hospital at 05:45 on a morning as if I get the number 17 I get here at 06:30 so I am late for my shift, the alternative is I get the 49 at 04:00 into town an then the 76 from town to southmead hospital and I arrive at work at 05:00 which I do start work as soon as I arrive but am not paid for.”

“Buses from Keynsham where I live first thing in the morning are very poor. They are not very frequent and don't always turn up. Recently we've suffered what amounts to a cut in bus services despite the fact that Keynsham is a large town that is expanding. I have no option but to use buses and it can be quite a wearing experience. On an evening it seems to be better.”

“Over crowded bus services due to how infrequently they run. I often walk due to having waited ages for buses, that don't turn up accordingly to timetable. Or when they do turn up they sail straight past the stop, because there's too many people already aboard and no room for more passengers.”

Journey time

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Journey time	Too slow, congestion, doubles journey, too many stops	280	101	10%

Table 14

“The Bath Bus is often late for my journey home (17:30 / 18:00 hours bus from the airport). If this does not improve this spring / summer, I will resort to driving to and from work as it is no more expensive for me to do so and my journey time door to door is cut by 1 hour.”

“Some days my journey can be as little as 40 minutes but on other days it can take that long to travel from one bus stop to the next. The bus provider I use (NOT First Bus) is very good and tries very hard to keep to time and if you call because the bus is, on the rare occasion, late, you get to speak to a human being who can actually tell you what's happening.”

“The traffic through Bristol is awful! I frequently spend over 50% of my journey travelling the last mile or 2 into/ through the city. More bus lanes! Public transport should have priority, if the city is serious about tackling congestion and encouraging people to use it. The journey home is even worse - it's taken me 90 mins before now, to travel 7 miles.”

“The problems with roadworks on the centre have been intolerable for a long time. Getting from the centre to Redcliffe Hill can sometimes take 1 hour. Improvements need to be made to the stretch of road between Queen's Square and Redcliffe Hill - getting onto the roundabout at St Mary Redcliffe is virtually impossible for buses.”

Overcrowding

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Overcrowding	Especially during school term-time	141	103	10%

Table 15

- There was of course significant overlap between themes here: comments referring to overcrowding often also pointed to insufficient frequency and poor timetabling / planning:

“The buses are very slow and have too many passengers after 7:30. I don't think that people should have to stand up and be squeezed in like sardines when paying the fares that we do. I also don't agree with people bringing prams and pushchairs on to buses at peak times. On many occasions I have seen people have to stand up and then the mother take up 3 places for her pram and sit down herself. If people have worked all day and have paid for a ticket they should get a seat. If people want to bring prams on at rush hour they should pay for the space

they take up. Wheelchairs are different they don't have a choice and we would all happily stand up for them."

"The app and electric boards on the bus stops are great idea in principle but I'm so frustrated at their lack of accuracy and the number of times I've been left waiting there with no bus. I'd rather not have them than they be all wrong. I travel in from Wells Road and too often buses don't stop as they're already overcrowded."

"Buses tend to be very crowded and often have to stand for some of the way. Buses often drive straight passed the bus stop as they are often full."

"The bus home is always a chore. Too many school children on the bus. I would be prepared to pay an additional amount on my rates to fund more school buses."

"The bus service in Bristol is terrible. They don't want us to drive to work (none of us can afford parking anyway) but then they don't give a credible alternative. The buses are always later, overcrowded and filthy."

"The bus service is very poor, frequently late. If I have a meeting at City Hall I take the 24 bus which is extremely poor. It is not uncommon for 3 buses not to arrive at all, in effecting running a service every 30-40 minutes. As the service is so poor, when buses do arrive, they are overcrowded, if they stop at all, due to the level of over-crowding. Other issues such as road works and poor planning in the city centre in terms of closing off road have added to delays and congestion in the city. If I had access to a car, I would drive to work as the alternatives are not acceptable."

"There are never enough buses for rush hour, every time I am waiting for a bus they are full and I have to get on the next one, which is frustrating as by now they should know how many people need to get a bus in the morning and evening at rush hour."

7. Car travel – key themes and suggested improvements

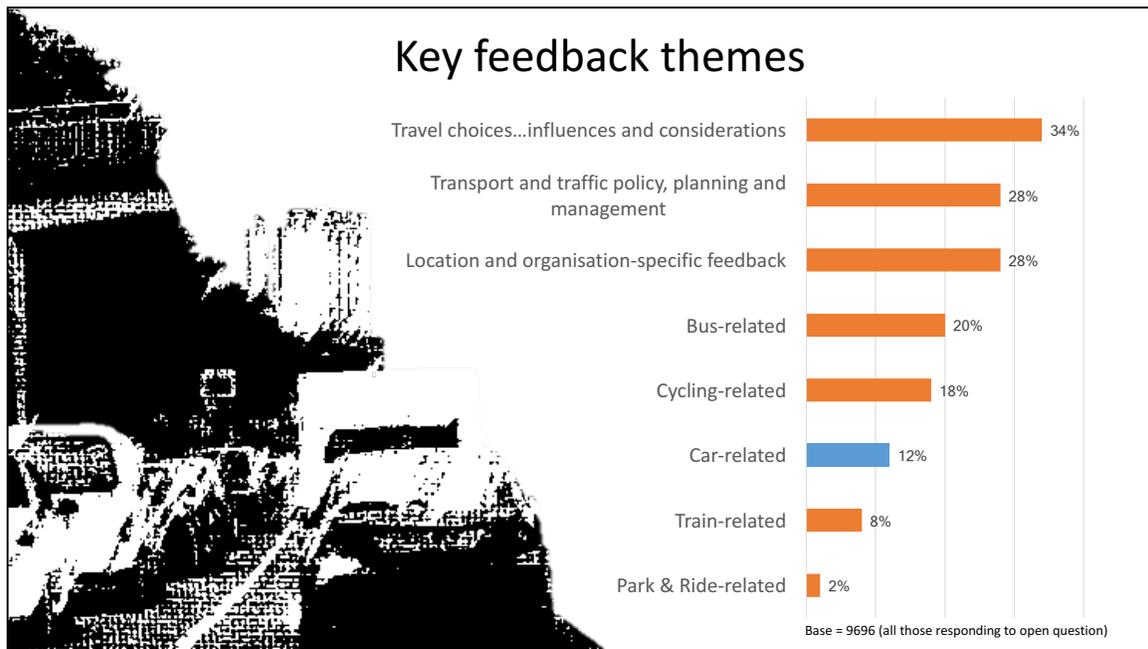


Figure 6

Theme / issue	Including...	Total number of mentions	Mentions by those classifying as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Essential to needs	Needed for job, work across locations, carrying items, use when needed for work	509	485	9%
Parking	Cost, availability, nuisance to residents, need drop-off points at schools etc.	283	168	3%
Car share difficulties	Can be problematic, not as flexible, working different shifts, part-time, reliant on others, need right person	103	102	2%
2+ lanes	Underused, create congestion, need to be enforced	84	75	1%
Car share promotion	Employers should do more, re-introduce, incentivize, need meeting points	76	64	1%
Demand for car travel	Widen roads, more lanes, better traffic control, anti-car campaign, bus and bike lanes empty	43	35	1%
Parking at work	Not enough spaces	37	27	1%
Resident parking	Increase zones, too many restrictions, spaces available during day empty)	15	7	<1%

Table 16

- It should be noted that the themes and issues included in the 'car travel' over-code (as outlined in Table 16 and Figure 6 above – indicating that themes of this type were raised by 8% of the sample) do *not* include comments on congestion. The thinking behind this decision is that congestion as an overall theme of course impacts car users but also many other road-users (including cyclists and bus passengers).
- Of the 1235 comments coded to the congestion theme, 852 were made by respondents whose normal mode of travel to work is by car (i.e. around 69%), meaning that approaching one third of comments made about congestion came from respondents who do not normally travel by car to work. Consequently, the theme of congestion has been included in the over-code and section of this report labelled, '*Transport and traffic policy, planning and management (including Metrobus)*'.
- Instead, the themes outlined in Table 16 (above) relate only to the use of cars and although some of the comments coded to these themes were from respondents who do not use their car for work, the large majority of comments are from the 5360 respondents who indicated that car is the normal mode of transport to work for them.

Essential to needs

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Essential to needs	Needed for job, work across locations, carrying items, use when needed for work	509	485	9%

Table 17

- Most comments coded under this heading explained the reasons why travelling to work by car was the only or the best choice to make. Often respondents explained the reasons why public transport was not, in their view a viable option for travelling to and from work.
- Comments of this type tended to share a number of themes which were frequently raised. These included:
 - Public transport options do not serve a particular area and/or operate with sufficient frequency or at the required times.
 - Jobs require a degree of flexibility (e.g. making work-related trips during the working day to other locations) and a car is necessary for this.
 - Respondents need to transport equipment and other items to and from work (and this can be difficult if using public transport and impossible if cycling).
 - A journey made by public transport would take considerably longer than the same journey by car.
 - Car-ownership necessarily involves certain costs which are fixed regardless of whether the vehicle is used only for non-work journeys or for work journeys as well. Many respondents

felt that it does not make financial sense therefore not to use the car for work and incur additional expense for public transport usage.

- Cycling would be an attractive and inexpensive option but is ruled out on the basis of safety concerns.
- Above all, comments related to the flexibility of car usage for work. Changes in plans or additional and unexpected commitments during a working day can be far more easily accommodated if a car is available.

“I need to use my car for my job. There is no public transport within at least a one hour walk of where I live and this is only infrequent. Car parking would be more efficient if the car park was only used for people who needed to use their cars for their jobs.”

“Reality is in a role requiring on call and changing locations it is not feasible within reasonable time constraints to use other than private transport. Too much to carry, too little time between meetings etc.”

“Due to the nature of my work I have to travel with equipment on some days to areas where public transport is an issue - I also have unpredictable need for a car on they days I deal with service requests as a duty officer (some need urgent visits). On other days I can either work from home or plan visits in the city and use the park and ride service. Trains are now too expensive an option.”

“I pay car tax, insurance, maintenance and cost of my car which I need for use out of work so it is not at all cost effective in terms of finance and time to use public transport. A journey that takes 20 minutes in the car would take at least an hour or more by public transport and sometimes two buses. I work different hours every day so am unable to share car journeys.”

“The nature of my work dictates that I need a car for site visits, it is not possible to use pool vehicles as we cannot block book, it is also cheaper for the council for me to use my own vehicle than it is for me to use a council vehicle.”

“Due to childcare and client commitments, I often need the flexibility of having my car available to me during my normal working hours. I do occasionally use alternative transport (i.e. rail and commuter bus) if I know I'm working on a particular client site all day and don't need to be in my normal office and accept that I lose an element of agility and flexibility.”

Parking

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Parking	Cost, availability, nuisance to residents, need drop-off points at schools etc.	283	168	3%

Table 18

- Although comments in this category spanned a range of issues, common to many was a discontent with one or more aspects of parking in Bristol, in the other local authority areas represented and at particular employers in the region. These included:

- The cost of public parking – especially to park all day.
- The availability and locations of public parking.
- Parking security.
- Frustration that increasingly car usage for work is discouraged yet the region has yet to offer satisfactory public transport options and cycling, although potentially attractive to many is considered too unsafe to be a realistic option.

“Parking arrangements are not good enough for the number of workers at BadRd, however despite the often unsecure/unsafe parking arrangements and additional time to find parking space and walk to work it is still preferable than current unreliable public transport and unsafe cycling options, especially given my work pattern.”

“Parking at UWE is a joke. I have recently cancelled my car parking payment as it's just impossible to park after 9am in term time. For those of us with children who need dropping off at school it's not a plausible option. I used to catch the bus sometimes, but the service I used running through Henleaze was cancelled. It's now a 35 minute walk to the nearest bus stop serving UWE. I don't think this is acceptable in the centre of a major city. Currently I have to park off-campus, and walk the remainder of the journey. Sometimes this can be quite pleasant, but if it's raining or I have a heavy bag it's tedious. I try to work from home whenever possible just to avoid travelling. At least I am privileged to be able to do this, as many can't.”

“I park out of town and walk into the center because this is cheaper and more reliable than public transport. The downside being the congested areas around the edge of the town center and the lack of convenient parking at a reasonable price (or free).”

“More parking should be available for out of town offices. It is not possible for everyone to use public transport for work, especially when taking children to the childminder and then having a limited time to get to the office. The government are encouraging women to go back to work but local councils are making it hard to do so when parking facilities are so limited.”

“My car journey to work is convenient and practical. However, I have to park approximately 1 mile from the office (in front of private housing) as there is no free parking at my office.”

“I honestly feel that parking should be free. There are people for various different reasons who are not able to walk, run or cycle to work and they should not be penalized for this. There are so many hard working people in the NHS, the least you can do is allow us somewhere to park in the mornings when we come to save lives. It is so stressful for people; this issue of not being able to park for free.”

“I park 3 miles away from the city centre and walk in, due to the clamp down on commuter parking. However, well intentioned this policy, Bristol as a city continues to fail to provide cheap, reliable and frequent public transport.”

“Like many people who work at this location, car is the only sensible way for me to get here. However, the planners restrict parking spaces to encourage other ways, with the result that people park all over the roads in the local housing. The planners really need to be realistic and allow/require more parking spaces.”

Car share difficulties

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
Car share difficulties	Can be problematic, not as flexible, working different shifts, part-time, reliant on others, need right person	103	102	2%

Table 19

- Comments on car sharing came from a variety of people: some are currently car-sharing for work, others have tried this in the past and some have not car-shared but were keen to share their thoughts on the effectiveness and appeal of this as an option for travelling to and from work. Key points common to many comments included:
 - Finding an individual or individuals to share with poses significant challenges and in some cases, poor experiences have caused respondents to give up on the initiative.
 - A particular challenge is to find car shares who work the same hours, starting and ending at the same time. Many comments highlighted the frustration felt when forced to arrive early and/or wait at the end of the working day for other individuals. These delays often compounded what was seen as an unacceptably long journey anyway.
 - Some employers have introduced car-sharing schemes, sometimes with inducements to those who adopt it and sometimes schemes are imposed on a mandatory basis. There is some unease about such schemes, especially when individuals perceive that car sharing options simply do not work for them, based on a lack of realistic car share 'matches'.

"Car sharing not possible as I cannot guarantee that my finish time will always be the same. I have shared in the past when it was possible with others who worked the same times as me. Queues on the A4174 have got worse since the introduction of traffic lights on most of the roundabouts, suggest a trial with switching them off to see the impact this could have."

"Tried Liftshare but the match was scary! Probably informal carsharing is better."

"Car share is a mandatory requirement in order to secure a parking space at place of work. When participants have to work different hours this results in a requirement for early arrivals and late departures which is in addition to the travel time which is frequently extended even further because of heavy traffic."

"I would car share more but have found it to be very restrictive and have had to wait around for people to be ready."

"Car sharing was imposed upon us removing an individual's choice and flexibility in their working day. More on street parking needs to be made available and more thought needs to be given to those allocated passes to park in office car park."

"I have lift shared for the majority of my time here, nearly 15 years (4 different people), but do to retirements, people leaving the University and people moving this is not the case currently, tried to continue with my latest lift share but by the time we meet it can vary up to 30 minutes which can lead to frustration, so we have decided to go our own way now."

2+ lanes

Theme / issue	Including...	Total number of mentions	Mentions by those classifying this as normal mode of transport to work	% of this group (normal mode of transport) mentioning
2+ lanes	Underused, create congestion, need to be enforced	84	75	1%

Table 20

- Relatively few comments were made on the issue of 2+ lanes. However, those who did comment tended to hold strong views on the issue. Key points included:
 - These lanes often cause potential dangers as cars, needing to turn left are forced to cut across and move into the space already containing vehicles using the 2+ lane.
 - The converse situation was also highlighted, in which 2+ lane users wishing to turn right (for example, from Coldharbour Lane onto the M32 heading into Bristol) find it difficult to do so as other drivers are reluctant to allow them back into the main carriageway. It should be noted that the UWE/M32 junction provoked a disproportionately large number of critical comments.
 - Comments of this type led many who commented to suggest that the whole concept of 2+ lanes is fatally flawed or else, greater thought and planning needs to be given to the design, positioning and implementation of 2+ lanes, especially in relation to important and busy junctions.

“2+ lane from outside UWE to motorway junction is in the wrong position and penalises all traffic trying to get round to the M5. It is also quite dangerous at times as busses that use it are forced to cross back over multiple lanes of traffic.”

“As my car is essential to my job as we are peripatetic most of the time the traffic is so bad but I have no other option as we cover the 4 Unitary authorities. But being able to use the 2 plus lane would help enormously as most of the time they are empty and I am unable to car share because of my job.”

“Congestion in/out of Portishead every day unless leave before 7am and arrive back before 4pm. I'm trying to move out of Portishead because of it and am struggling to sell my house because of J19's bad traffic reputation. 2+ lane out of UWE on Coldharbour Lane doesn't work - if you want to go to M32/M4, people won't let you cut into the right hand lane if you go down the 2+ lane first so you can only use it when going left, towards MOD roundabout. It is therefore usually empty, yet if you want to go left when travelling alone, you have to stay in the right hand lane along with the M32/M4 traffic when there is an empty 2+ lane being wasted.”

“I often work away and can commute back to Bristol in the early mornings using the M4/M32/A4174 junctions. In general it is shocking. The fact the 2+ car share lane is predominantly the lane to turn left onto Cold Harbour lane creates mini-chaos for those cutting back into the main flow of traffic and those trying to turn left. Can't it be a 2+ and Left Turn lane? Ultimately you are penalising those who want to turn left by making them queue in the huge backlog of traffic. The same applies on the return stretch down, for the few

turning left at the roundabout onto the M32/M4 interchange. The 2+ lane is inaccessible which means queuing with the chaos of those who live/commute Kingswood way?! Making it a 2+ and Left turn lane I think could significantly help and reduce chance of accidents as it would dramatically reduce the amount of lane swapping required."

"Going North on Coldharbour Lane there are two lanes. The one on the right is a 2+ car pool lane and is always clear, the one on the left frequently has jams and leads to the M32. This is completely pointless. Anybody turning left but with only one passenger still has to queue, and anybody who has 2+ people in the car and wants to go to the M32 won't be allowed in to the queue if they skip it by using the left hand lane. Please scrap the car pool lane."

"As a solo driver, owing to where I live and the time that I travel to work, the one thing that really improved my journey has been the suspension of the 2+ lane during the road works, particularly as you go past the Holiday Inn. I was able to proceed easily along the road as most of the traffic was heading up the other two lanes. This made a huge difference. I am a bit confused about whether I can or cannot use this lane now - some of the signs are still 'greyed out' indicating suspension and some are just as they have always been! Because of this I must admit I do still use the 2+ even as a solo driver and it still improves my journey!! I am not the only one ... Perhaps in this time of traffic congestion the 2+ lane has had its day?"

"As a regular user of the roads around Frenchay campus, it is obvious that the traffic congestion is being caused, not by volume of traffic, but by too many traffic lights and the 2+ lane on Filton road. When the 2+ plus restriction was lifted over the Christmas period, traffic ran smoothly (no less cars on the road for most of this time) as it was not restricted to the usual 2 lanes. Not only does restricting traffic to 2 lanes cause congestion, it also creates pollution, because everyone is stuck (with engine running) in the tail back it causes. By removing the bus lanes 'to and from', on Filton road, it would mean traffic flowing easily and pollution would be reduced - thus this would create a far more 'Green' environment than the current restrictions induce. For some people traveling by car is the only viable option, as over priced train fares and bus times that do not correlate can result in the travelling time being increased to 2 hours per day (each way)."

"Since the road improvement schemes in Bristol over the last year or so I now have to leave home at least 15 minutes earlier than before as early morning traffic is now bad - I leave at 6:15am - travelling home isn't as bad as I miss the start of rush hour. Please also consider taking out the 2+ lane from M32 roundabout to UWI and return route as it is dangerous when people have to change lanes at the end and over jan17 opening the 2+ lane up to all cut down on congestion and made it safer."

"Real pain, annoyance and delays are caused by the ridiculously designed and placed "2+ Lane" on the short stretch of the westbound A4174 between the M32 and the UWE junction. It's punctuated by a junction to a large hotel, and the "2+" traffic that does use it to carry on towards Filton is forced to swap lanes approaching the UWE lights. This is exactly the same place where non-2+ traffic on the Ring Road turning left to UWE or the Business Park is trying to swap lanes to the left. Loads of non-2+ traffic uses it anyway, as to anyone with half a brain it's clear it's the most sensible way to get to the Business Park and UWE. The whole thing grinds to a halt and backs up. All this risk and gridlock is caused by a politically correct yet wholly unsuitable "Green" initiative for this bit of road. Utterly barking. How glorious it was when the "2+" lanes were suspended along this bit of road in January!! By the way, the earlier stretch of "2+ Lane" on the Western Ring Road and the nausea it causes for pathetically little return is the reason I do not use the Ring Road to travel to the office but rather cut (aka Rat Run) through Kingswood on the A420. This is precisely the sort of traffic the Ring Road was designed to re-direct, wasn't it?! Well, your delightfully PC "2+" initiative has driven me well away from it."

8. Walking and running – key themes and suggested improvements

- 868 respondents who responded to the open question indicated that their normal mode of transport to work is to walk or run.
- Most of the comments of this group were coded to a theme or category that was 'general' (i.e. not necessarily specific to walking or running as a mode of transport).
- It is however interesting to analyse how walkers and runners responded to the question and which themes and issues appear to be most important and/or top-of-mind. Of the 868 respondents in this group, the following numbers were coded to each of the identified categories or themes...
 - 211 (i.e. 24% of this group): Happy / enjoy my travel mode / best option for me.
 - 123 (14% of this group): Location/area specific comments.
 - 80 (9%): Pavements need improvement.
 - 72 (8%): Other modes of transport used for journey (i.e. switch between modes, car share if available etc.)
 - 69 (8%): Congestion.
 - 68 (8%): Bus reliability.
 - 68 (8%): Cycle infrastructure.
 - 61 (7%): Road safety.
 - 61 (7%): Environmental concerns.

(Each of the other response codes/categories accounted for less than 5% of this group of walkers / runners)

- Where comments did refer directly to issues specific to walking or running journeys and experiences, the key themes included:
 - Air quality and traffic-related pollution making walking or running less appealing than it otherwise would be.
 - The design of footpaths and pavements – with narrow pavements being a particular concern.
 - Shared paths with cyclists and the dangers this can pose.
 - Litter.
 - Maintenance.

"I generally enjoy walking to work, but the pollution from traffic on Coronation Road and in the city centre (when working in town) is now a serious concern. There are days when the air quality is very poor and the walk is unpleasant. Addressing air quality should be a top priority for the city. We need to ban diesel and petrol vehicles from entering the city."

"I feel fortunate I can walk to work as the area I work & live in is heavily congested in peak times. The only downside to walking is having to put up with the fumes from the multiple cars queuing slower than I am walking!"

"I walk along the Lower Bristol Road which during wet weather floods very badly. This results in massive waves being splashed across pedestrians and makes me have to change my route to a much longer one to attempt to get to work without being completely soaked. More work needs to be done to improve the drainage on this road - I have been walking this route for 12 years and it has never improved."

"The walk from Temple Meads up to Bath Rd is horrible. Narrow pavement used as both a footpath and cycle lane. Very busy road with HGV and buses going way over 30mph makes for a pretty unpleasant, and at times, worrying experience. The path needs widening or guard rails put up to ensure the safety of pedestrians and cyclists alike."

"The narrow shared footway and cycle section of Bath Road (immediately south of Bath Bridge Roundabout) is insufficient for the ped/cycle flow."

"There is a large amount of dog faeces on the pavement on my walk to work. more needs to be done to combat this. I never see any wardens or anyone to prevent this. I have on numerous occasions arrived at work to find dog poo on my shoes. There is also lots of litter on the pavement and empty alcoholic drinks cans. Can there not be a person like a traffic warden handing fines to stop offenders?"

"As a disabled person who cannot drive, I pay high rent to live within walking distance of my office because the public transport system is so poor. All of the bus connections take so long that I would be exhausted before I arrive at work. I am considering moving out of Bristol because of the difficulty of commuting. I have contacted colleagues within the council to ask for the footpath between A Bond and the river to be lit as it is dangerously with multiple hazards (potholes, obstacles and cyclists/runners without visibility aids) but without any success in improving the situation. I am also concerned about the poor state of the Chocolate Path, which is a key footpath/cycling route but currently sinking towards the river."

"My major concern is traffic fumes and the potential affect on my health"

9. Transport and traffic policy, planning and management (including Metrobus)

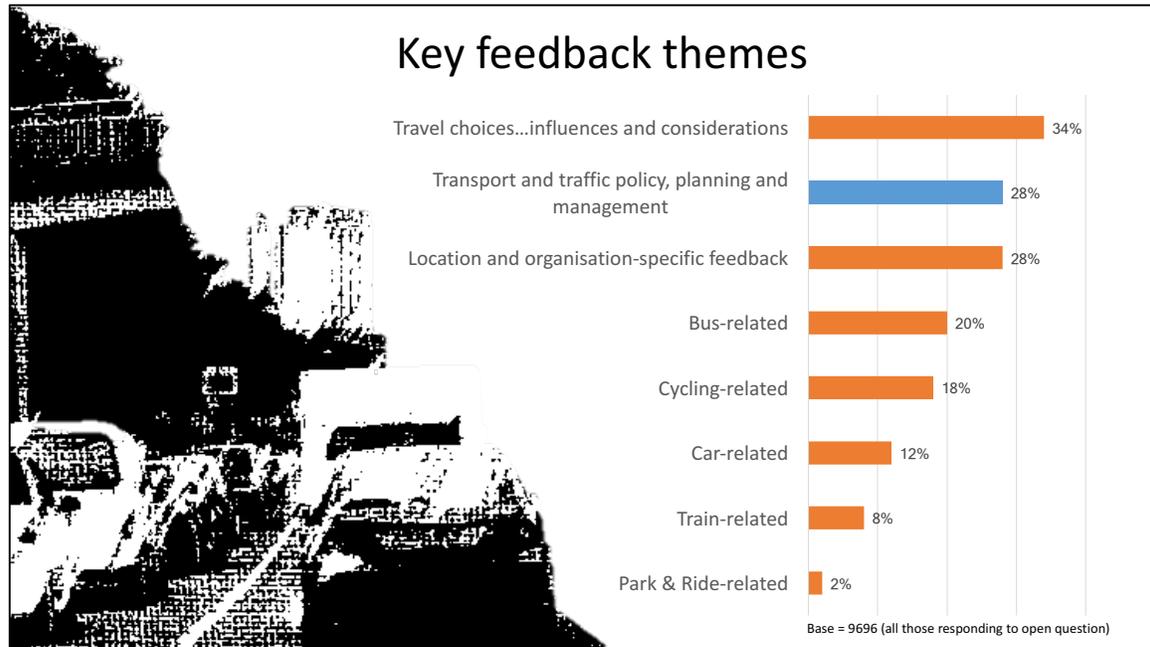


Figure 7

- Many responses to the survey's open question related to wider travel and transport themes and issues, rather than to individual modes of transport or transport networks. In fact, if 'congestion' is included in this category, 28% of all respondents who recorded a comment in response to the open question commented in some way on these wider themes and issues.
- It should be noted that in every case, a response to the open question was coded (to allocate its content to the appropriate theme/issue category) using a system of multi-codes. In effect, a respondent's response could be coded with up to 100 separate theme/issue flags (i.e. a response being recorded against every one of the c.100 codes making up the coding frame for the question). Thus, in practice, many of the 28% of respondents who recorded a comment which was subsequently coded to this wider transport and travel theme also commented on specific modes or aspects of travel and transport.
- Some of the individual themes included within this overall theme relate disproportionately – but not exclusively – to a particular mode of transport. For example, of the 1235 respondents mentioning some aspect of congestion, 852 (69%) indicated that their normal mode of travel to work was by car. Bus-users also commented in numbers in relation to congestion (accounting for 10% of mentions of this theme), as did cyclists (6% of all congestion mentions).

Theme / issue	Including...	Total number of mentions	% of all respondents providing response to open question
Congestion	Traffic jams, hold ups, traffic volume, lorries, parked cars, worse in school term / summer holidays, too many cars, congestion charge	1235	13%
Highway maintenance	Roadworks, potholes, condition of highway network	772	8%
Metrobus	Roadworks impacting journey, dangerous, congestion, waste of money, areas not considered, hoping will provide better transport links	340	4%
Road safety	Safety concerns, improvements, personal safety, lack of adherence to signs / limits, crossings, drivers on mobiles, pedestrians using headphones	208	2%
Poor traffic management	Traffic flow, traffic lights, road closures, speed bumps, identify hotspots	146	2%
Need integrated public transport policy to encourage use	Collaboration (councils, transport operators, utilities, Highways Agency) etc.	112	1%
New initiatives have had negative impact	Poor planning/implementation, more congestion, lack awareness, too many cycle schemes, confusing signage	108	1%
Population, housing and employment growth	Impact on network, infrastructure not in place for demand, pressure on network, additional business building	53	1%
New initiatives have had positive impact	Shorter journey time, less congestion	29	<1%
20 mph zones	Impacts on congestion, worse, needs to be enforced	22	<1%

Table 21

Congestion

- Comments subsequently coded to the congestion theme were disproportionately made by South Gloucestershire respondents (i.e. who worked in the South Gloucestershire local authority area). 16% of those in this local authority area who commented referred to congestion in some way (compared to equivalent proportions of: 11% in Bristol, 12% in BaNES and 8% in North Somerset). However, since Bristol workers comprised the largest group within the sample, they still recorded the most comments relating to congestion.
- As outlined in the methodology section of this report, as well as comments being coded based on theme, where a specific location or road (etc.) was identified in a comment, this information was also coded. 1865 (representing less than 20% of all respondents who recorded a comment of any type) identified a location or road (etc.) in their comment.

- An analysis of comments in the ‘congestion’ category, cross-tabulated against a location or road also mentioned in comments identifies the following congestion hotspots. It should be noted that an analysis of locations, roads, junctions (etc.) based on responses to an open question is necessarily indicative rather than wholly accurate. References in comments are sometimes incomplete and/or vague and/or subject to interpretation. Consequently, in Table 22 (below) – which highlights the top hotspots for congestion – there is likely to be overlap between locations (e.g. Filton and Aztec West, Filton and MoD/ Abbey Wood/ UWE/ Parkway). In many cases, mentions included in a particular location are detailed in comments – for example, within the ‘M5’ category, some respondents identified specific stretches of the motorway or junctions. However, the individual number of mentions of these specific locations cannot warrant separate analysis within a document which reports feedback from almost 10,000 respondents.

Congestion: Hotspots by location	
Location	Total number of mentions
M5 (including junctions)	158
M32 (including junctions)	103
M4 (including junctions)	94
Filton	81
Bristol - central	77
Aztec West	68
MoD/ Abbey Wood/ UWE/ Parkway	68
Ringroad/ A4174	60

Table 22

- It is clear that the area of focus for many of the comments is the part of the road network that encompasses the junction of the M4 with the M32 (J19), the neighbouring junction of the M32 with the A4174 (J1) and the continuation of the A4174 as it becomes Filton Road, heading past UWE, beyond to MoD/Abbey Wood, Parkway Station and on to the junction with the A38. The comments about this part of the network are numerous and various. A selection of comments...

“The most congested part of my journey to work is the M4/M32 junction west bound; frequently traffic queues back along the M4 for more than a mile. Much of this traffic is accessing the A4174 Ring Road east-bound - a spur road from the M4 directly onto the Ring Road at or near Emersons Green would do a lot to remove this bottle neck. In the evenings the Ring Road is stationary along its length from Filton to the M32, again this situation is very inefficient and polluting.”

“In the autumn term, I have spent as long travelling to uwe from the M32 as it takes me to drive the 20 miles from home, because the traffic is so bad on the ring road. I think it's nonsensical to stop 1-person cars going to UWE using the 2+ lane - using it would get lots of the traffic out of the main jam and reduce it, and also reduce the queue where people are filtering into the end of the 2+ lane at the end. It's not so bad the rest of the year, but at that time it's ridiculous and unnecessary and also contributed to my poor old car breaking down. If it's argued that the lane is to encourage car sharing, it's no use because there is no advantage at that time to share.”

“My commute to work is fine along the M5, it all goes sour along the M4 towards the M32 and the Ring Road (towards Filton). Getting off the M4 onto the M32 is a nightmare, junction improvements are desperately required. Similarly the M32/Ring Road roundabout often causes huge tailbacks to the M4...too much traffic being funnelled into one roundabout....enhancements required. The A4174 Ring Road is very poor as traffic flow is throttled by lights by UWE (junction enhancements required). The 2+ Lane along here is a joke and should be converted into a turning left only lane. The lack of a 2+ lane going straight on means that cars have to attempt to push in to stationary traffic causing further delays to those turning left.”

“Though not the fault of the bus company, the extent of roadworks are now causing mayhem. Something also has to be done about the volume of traffic in north Bristol. The Filton junction on the M32 is a car park from 07:00 and the volume of traffic getting into Abbey Wood at 07:15 onwards is ridiculous! It is crippling the roads and with increased house building its only getting worse...”

“The impact of the metrobus works around the ring road near UWE last term were incredible; increasing my already long commute. The ring road/M32/M4 connections are already jammed at peak times, I am not looking forward to further works on the ring road due to start soon. I try to work flexibly when I can and try to avoid rush hour where possible. I can (and sometimes do) get the train/walk but this takes so long that it is not a practical solution long-term.”

“Easier and flowing routes from M4 - M32 would help.”

“From where I live there is access to public transport but this would take approx 2.45hr each journey. Once on the M4 all is ok until taking slip to M32. Every morning I sit in queued traffic to leave M32 for A174 again I sit in queued traffic. This is a daily occurrence and applies to both inward and outward journeys.”

“For the past two years the A4174 between the M32 and Emersons Green has seen road works, cones, and lane closures, some of the lane closures seem to occur for no reason what so ever causing massive tailbacks. Signage has indicated roadworks and delays up until spring 2017, lets hope its all coming to an end any day now.”

“The traffic around the M4 to M32 Junction is terrible. I can travel 100miles in 1hr 40min then the last 2 miles can take over 30mins. Worst case so far is over 1hr. A quick convenient large park and ride carpark just before the M32 junction west bound would help considerably. I would cycle / walk the last 2 miles.”

- The other most significant group of mentions relate to the M5. Again, comments span a range of locations and issues – with many mentions of issues relating to congestion at all junctions between 15 and 19. The selected comments reproduced below illustrate this range:

“The roundabout off the M5 at Gordano is a constant bottle neck because of extra house in Portishead. Provision needs to be made that allows cars filtering towards Bristol to get through this without fighting inconsideration Portishead drivers.”

“I would use the train to travel to work if there were more frequent services from where I live (Highbridge & Burnham) and if the fares were more cost effective than they are now. It is approx. 2 hrs door to door to travel by Train and 35 - 40mins by Car Congestion on the M5 at the Portishead turnoff in the late afternoon extends my journey time home - That junction needs improving.”

"The traffic going home on the M5 southbound Junction 19 is really out of hand. Something needs to be done to improve the traffic flow in and out of portishead to make this traffic flow better."

"Access on to M5 North Bound at J21 needs to be improved in the morning it is a total bottleneck for Weston-Super-Mare commuters. There needs to be a solution to prevent queuing on M5 Avonmouth Bridge South bound caused by grid lock on J19 exit roundabout in the evening."

"the problem is the traffic on the Avonmouth bridge on the way home it can take half an hour just to cross the bridge."

"Junction 18 and 19 on the M5 cause my biggest delay getting home."

"Road works at junction M5/A38 - This is going at a snails pace. I pass this every day and most times the number of people working here can be counted on 1 hand! It is not acceptable how long this "improvement" is taking with many many hrs lost by many people sitting in jams. I understand the need for roadworks, but it should be done within the minimum amount of time with 24/7 shifts in order to get it done asap."

"The M4 / M5 / A38 junction is terrible, must be the worst designed junction ever."

"The M4/M5 interchange is a massive bottle neck. Any further housing in the Filton area will only make transport even worse."

Highway maintenance

- 62% of mentions of issues relating to highway maintenance came from respondents who listed their normal mode of transport to work as car. There were also considerable numbers of comments in this category from cyclists (21% of all highway maintenance mentions). Indeed, analysed within the individual groups (i.e. car users, cyclists etc.), the theme of highway maintenance is more important (or higher in profile) to cyclists than it is to car drivers: 11% of cyclists raised this as an issue, compared to 9% of car drivers.
- Again, a disproportionate number of comments in this category was recorded from the South Gloucestershire sample (49% of all highway maintenance comments, whereas South Gloucestershire respondents accounted for only 36% of those who responded to the open question).

Bristol:

"My decision NOT to drive into the centre of Bristol is a direct result of the following issues: 1. Lack of suitable parking spaces 2. Very expensive parking spaces 3. Very long journey times when driving into city centre 4. Variable journey times (cannot predict what time you will arrive at your destination) 5. Poor state of the roads into and around the city centre."

"I LOVE the cycle to work through Eastville park in the morning. But I have noticed more and deeper pot-holes in the road on my cycle route recently, which mean you have to cycle in the middle of the carriageway. Dangerous in the dark. I wish there were a bus transport hub at the university."

"What is being done with the road works in the centre of Bristol is not only very disruptive but dangerous to car drivers, pedestrians and cyclists. It takes me an extra 15 minutes to take my son to school before I can then travel through the centre to work."

"It is horrendous getting into Bristol, as a commuter who lives outside the city. All the major routes have had roadworks recently. Things do not seem to have improved. There is still a 40 part of the M32. Public Transport doesn't work for me with where I live, I would have to drive to somewhere. If there is an accident anywhere in the city, the whole city seems to come to a halt. If there were better (more joined up) cycle routes, I would be more likely to use my bike."

"The nature of my work means that I have to use my car to do various visits around the city during the day. Congestion on the roads is worsening and lots of roadworks on my commute and daily visits does not help the situation."

South Gloucestershire:

"The road through Lyde Green is awful, cracked, full of holes and rocks everywhere. Also very slippery when wet! Bus service from Ashley Down area directly to the Science Park or my workplace is non existent."

"My journey encounters almost non-stop roadworks for the entire journey with unclear benefits. They need to be completed swiftly so a normal pattern of traffic can be deduced."

"Generally biggest problem is the constant disruption to travel plans caused by roadworks which are uncoordinated and badly planned. The large number of developments around the A4174 do not appear to have been factored in, traffic can only get worse. The options to use trains is problematic with old crowded rolling stock and poorly timed services which do not reflect working patterns."

"Bristol generally is one of the worst cities to drive around. Thankfully my trip to Aztec West is relatively stress free. Aztec West it's self is a bit of a nightmare, but hopefully that's something that the never ending amount of roadworks will fix?"

BaNES:

"I have been dodging the same potholes on the roads for the last 4 years. It might be nice to address them and some of the dreadful surfaces close to the kerbs where cyclists should be."

"State of roads, potholes are disgraceful."

"Other than roadworks, cars parked on the highway cause most congestion issues due to stopping to give way to oncoming traffic."

"only stress is due to traffic and constant roadworks!!"

North Somerset:

"The roads seem to slowly be improving, however the state of some of them is appalling. There are potholes everywhere in Bristol/surrounding areas and that not only makes driving sometimes unpleasant and even dangerous but also gives a very poor impression."

"Too much time lost between traffic light system and speed limit needs to go back to 30 to improve traffic flow around bristol. 20causes traffic back logs."

"Easy but the state of the roads is poor. Would use public transport but it is not convenient (most services take cash not card and I never really carry cash)."

Metrobus

- This same pattern of South Gloucestershire respondents commenting disproportionately on a particular issue is also true of the Metrobus initiative. In total, 339 comments were recorded which mentioned Metrobus in some regard. Of these 339 comments, 187 (i.e. 55%) came from South Gloucestershire respondents (remembering that South Gloucestershire respondents made up only 36% of all respondents recording comments against the open question).
- Although some comments in this category were positive in their tone, looking forward to the anticipated benefits that Metrobus will bring, many related instead to perceived negative aspects of the initiative and/or its implementation. These included comments about the level of disruption caused by road and building works, to increased congestion and to broader doubts about the need for Metrobus and/or its likely effectiveness.
- Some comments were in the form of questions, often asking about the operational and routing details of Metrobus and its links to other forms of transport (e.g. linking to cycle paths and routes).

“Metrobus works have caused a massive amount of disruption and pollution. I am very much looking forward to their completion when traffic levels can hopefully return to similar levels to before they started (I suspect traffic will be worse as it's a hopeless scheme on the wrong side of the harbour. I'm just hoping it'll only be a little bit worse than it used to be).”

“Please note I have stated that I am quite satisfied with my journey to work. This reflects the last month where traffic has been fine, but does not reflect the last year where my answer would be very dissatisfied (was taking an hour to get to work due to metro bus roadworks).”

“Metro system and road direction changes and associated road works killing the centre. Just look at the jams caused when there is a road closed, or when something occurs on a motorway so all traffic comes via centre.”

“I Have tolerated roadworks for the last 12 months, in a good cause, but concerned at impact of forthcoming works to Bromley Heath viaduct which might negate positive impacts of Metrobus works for the next 12 months.”

“Travel links to and from the countryside are almost non existent and the ones that are there are so unreliable it's hardly worth it. The drivers are dangerous and bullies on the road. The cost of getting a bus is outweighed by the cost of running my car. The Metro bus is causing a stupid amount of hold ups for a service that will be marginally faster and probably twice the current cost.”

“hope to use the Metrobus for commuting when it's ready (Bradley Stoke to UWE), however only if it is affordable and cheaper than the cost of driving to work (I would be prepared to pay £3 a day). If it is too expensive no-one will use it, even if journey times are quicker than the car!”

“Give up on the stupid un-ecofriendly metro bus system and improve congestion in the centre of Bristol!”

“It is not clear how the metrobus link will work. I looks like I live 20 mins walk from the nearest bus stop. Therefore my journey will require a walk and a bus change. That does not compare to a 15-20 m in drive.”

“There is a new Metrobus link around Ashton Gate and up to the A38 via a bypass but the cycle path ends at the bypass roundabout - is it possible to extend it back to the roundabout at Kings Head Lane?”

Road safety

(Please note that there is a separate code covering safety concerns in relation to cycling: this is discussed in the Cycling section of this report and accounts for considerably more comments – 570 in total)

- Comments in this category came almost exclusively from the Bristol and South Gloucestershire local authority area samples (with only 10 in total from respondents in the BaNES and North Somerset areas).
- Although in numerical terms most comments originated from car users (since they made up the largest group of respondents), several smaller groups, based on mode of transport to work, were disproportionately likely to refer to road safety issues. This is true of cyclists (2% of whom recorded comments coded to this theme – but most of their safety concerns were captured under a different code and this is discussed in the Cycling section of this report) and runners / walkers (7%).
- Comments often referred to general themes – such as dangerous and anti-social driving. Additionally, many respondents commented in relation to very specific concerns or experiences or to dangerous roads, junctions or locations, affecting road-users and pedestrians.

“There needs to be a barrier on the Muller Rd to separate the traffic from pedestrians; from the lane opposite Shaldon Road up to the bus stop. Hundreds of schoolchildren and other pedestrians walk along here during rush hour, and I have seen, and felt, lorry and bus wing mirrors almost clipping people's heads. I have also seen a child's bag knocked by a passing car. It's really dangerous and stressful for everyone.”

“I am concerned by the amount of speeding and dangerous driving on the A403 between the Severn Bridge and the Western Approaches industrial estate. I actually feel vulnerable on this stretch of road. The worst period appears to be between 05:00 & 06:00 hrs. I am also concerned about the number of vehicles that jump the red lights at the exit of the Western Approaches industrial estate, and think that the timing and interval of the traffic lights here needs re-examining, as commercial vehicles appear unable to negotiate the junction in the time interval allowed by the traffic lights.”

“For a pedestrian, crossing at the York road junction can be tricky as there are no crossings in place.”

“The 'new & improved' cycle initiatives make it dangerous for pedestrians to walk through central Bristol. Expecting cyclists & pedestrians to share spaces is a ridiculous idea.”

“The only issues I have with my walk is some poor lighting on some of the footpaths and poor behaviour, (too fast, no lights!) from some cyclists on mixed usage paths.”

“M5 J19 is dangerous as you are queuing on the motorway to get off to go to Portishead/Pill. The journey home should take max 20 mins but often takes 45 mins. Drivers in the other lanes often cut in at speed. Think it will take for a serious accident and may be someone to die before improvements are made.”

"it is very dangerous travelling to work on my motorbike as cars often don't look out for me and just pull out..there is a total lack of respect for motorcycles in Bristol...you need a lot more "think bike" signs and fines for people who don't respect or look out for motorbikes."

"aggressive motorists make journeys dangerous."

10. Travel and transport choices – influences and considerations

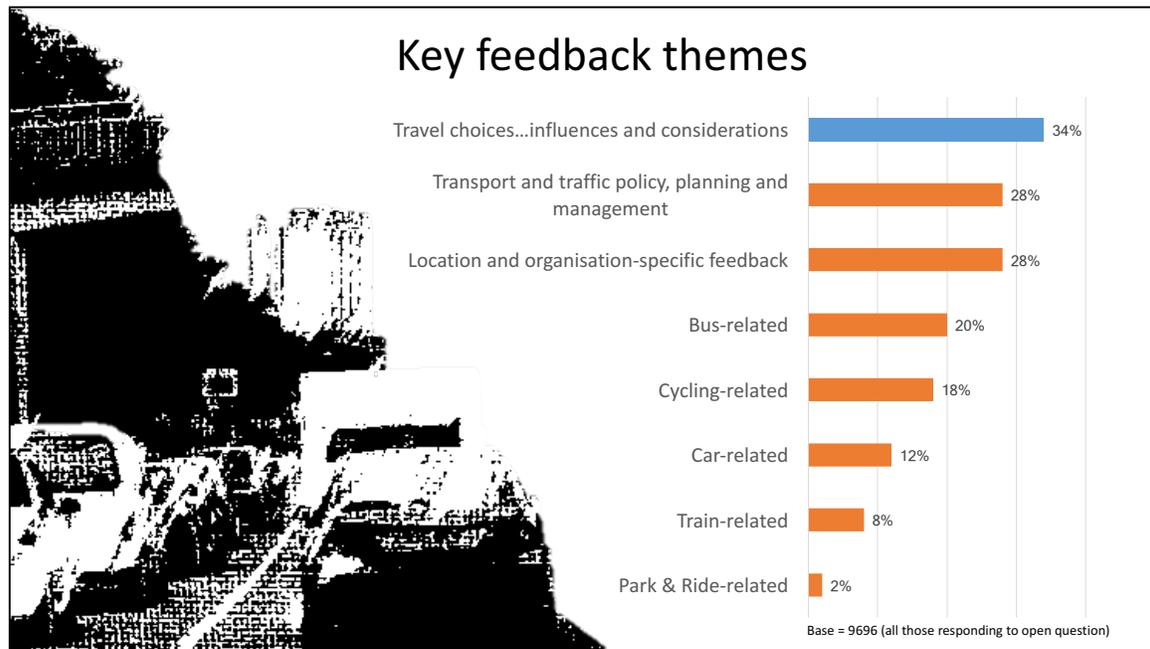


Figure 8

- An analysis of all responses to the survey's open question reveals that the largest single response category relates not to a particular mode of travel or a topical transport theme, but instead to the factors, influences and considerations which have an impact on the travel and transport choices people make.
- 34% of all respondents (i.e. those who recorded a comment of any type) referred to this theme in some way. The majority of these comments came from car drivers and users – largely because this group of respondents represents by far the largest sub-group within the audience of those responding (approximately 55% of those who responded to the open question listed their normal mode of travel to work as car; 65% of those who referred to this theme of what impacts on choice of travel or transport mode listed their normal mode of travel to work as car).
- The suggestion from this therefore is that many of the comments coded to this overall theme relate in some way to a justification or explanation of the respondent's choice of car as their mode of travel to work.
- In some cases the identified influences on choice of travel mode related to preference, in some case to circumstance.

Theme / issue	Including...	Total number of mentions	% of all respondents providing response to open question
Lack of alternatives/ choices	No alternative, lack of public transport to destination, improvements needed to encourage change (e.g. reliability, cost, frequency)	825	9%
Enjoy own travel mode / choice	Positive towards travel mode, flexibility, convenience, guarantees journey time	614	6%
Factors influence travel	School run, caring for relatives, drop-off, gym/leisure, activities, dog	553	6%
Working patterns	Commuting times, shift patterns, start/finish times, impact on options of flexible working, occasionally work from home	321	3%
Conflict and stress	Between travel modes, road rage, frustration, causes poor health, bus v pedestrian, car v cyclist, car v pedestrian	262	3%
Disability and health issues	Impact use of public transport, travel choices and behaviour, stress, tiredness	191	2%
Environmental concerns / awareness	Impact on environment, air quality, pollution, noise, weather, too many cars, carbon footprint	186	2%
Live too far / distance	...to cycle/walk, (or to take advantage of schemes), use public transport	184	2%
Travel to avoid congestion	Travel outside peak times, travel outside Bristol, flexible working, changed route	146	1%
Personal circumstances impact travel	New job, have moved to reduce commute, stay locally during work week	91	1%
Health and wellbeing	Positive impact on health, fitness, weight loss, mental health, work-life balance	77	1%
Weather impacts travel mode	According to weather, dark nights	29	<1%

Table 23

Lack of alternatives / choices

- The group most likely to record a comment that was subsequently coded to this theme / category consisted of car drivers whose normal mode of transport to work is to drive their car without any passengers. 16% of this respondent group commented on the lack of alternatives / choices.

- By local authority area, respondents working in North Somerset were most likely to comment to this effect (14%), closely followed by South Gloucestershire (11%), BaNES (8%) and finally, Bristol (7%)

"I live in a rural location and the only viable option is to drive if you work full time."

"For any public transport to be viable it needs to be quick, easy and cheap to use. It is not practical to take twice as long or be twice as expensive as the car journey. The Metrobus is a possibility but we still have to be able to get to one of the bus stops first which may not be practical."

"Living so far away trying to use public transport is too time consuming and too expensive. costing it out it becomes frightening!"

"Driving directly to work is quicker than using park and ride services, even with the slow heavy traffic in Bristol, saving at least 30 - 45 mins per day. I have tried various options however driving is the best option for me."

"I find Public transport isn't useful for people who start early in the morning."

"I cannot afford to buy a bike and all the associated gear AND run a car. I cannot afford to catch the bus everyday AND run a car - the bus services simply are not good enough to get around everywhere that I need to. Plus, there isn't a direct bus to where I work. If I ride a bike to work I will arrive sweaty and dirty, we do not have enough showers and changing facilities to get ready properly. I don't want to dry and get dressed in front of everyone else like being in a school locker room."

"Main problem is the commute from the other side of Glastonbury. There are no viable alternatives to the car. Would much prefer if old railway lines were reopened and train travel was available."

"I am highly unlikely to use public transport for work at present due to A) The infrequent and lengthy journey times B) Child care (Needing to pick up Children from school several miles from my house) C) Needing my car for work I have used public transport to work once and the journey took 2 Hours instead of my usual 25 minutes."

"My place of work is at Combe Down area of Bath and would involve a train ride and a bus ride if I used public transport at present. Driving to Batheaston Meadows for the proposed Park & Ride scheme would be LESS CONVENIENT as this would involve my driving to the P&R and then getting a bus in to town and another bus to Combe Down."

"I live in Bristol and have recently started a new job in WsM. I previously worked in Exeter and travelled by train everyday. I received financial payment by my employer under their Green Travel scheme and this was a significant incentive. I used to catch the 6.30am train in order to avoid traffic en route to Temple Meads. I have also caught the train to WsM but there is no green travel incentive. Also I catch at later train 7.50am but because of traffic congestion it means that I have to leave 40-50 mins before the train departs to ensure I get there on time however sometimes I end up missing the train and have to wait another 30 mins for the next train so I just end up driving..."

"On a daily basis it's fine as I walk, but Weston to Castlewood isn't an easily connected route - public transport is limited and quite expensive. A lot of meetings are still between sites and video-conferencing doesn't always work or isn't appropriate."

"I live near Stroud there are no direct links. I would have to drive to the station (8 miles) catch a train and then up to 2 different buses."

Happy / enjoy my travel mode / best option for me

- Of the 614 responses coded to this theme, 210 of these comments (i.e. 34%) were offered by individuals who indicated that they walked or ran as their normal mode of travel to work. This group was by far the most likely to comment in relation to the extent to which their transport mode works for them or indeed gives them enjoyment. Cyclists were more likely to do so than, for example motorists but in far smaller numbers than the walkers and runners (only 11% of cyclists identified with the sentiments contained within this response category).

Motorists:

"I really like driving my car! Going by public transport is boring."

"I car share with three other people which has worked really well for the last 20 years."

"It is difficult to beat the flexibility and convenience of the car in all weathers and circumstances, even with the occasional frustrations of heavy traffic."

"Why would I change my travel to work method when I have a perfectly good car that can get me to work in a few minutes and in comfort?"

"Using the car gives me more flexibility in my working day."

"I enjoy driving my car to work . I also enjoy the alone time which allows me to think about what I need to do in the day ahead and also on the return journey what has happened during the day. I find public transport chaotic, dirty, unreliable and inconvenient. Given the current state of this service there is nothing that would induce me to use it. I have offered lifts in the past however recipients are unreliable it lengthened journey times and is not effective for me or the environment. Cycling my personal view is this is putting the clock back investment in engineering solutions to pollution would be money much better invested."

Cyclists:

"Journey to work all on cycle path. Feel very safe."

"I'm very happy cycling to work. I'm female, 60 years old. Its success (for me) is made easier by v. good shower/changing/locker facilities at my place of work. I drive about 5% of the time: in winter, when frost/ice is about."

"I always cycle because due to so much heavy traffic is so much quicker than bus or driving. Imagine how bad the traffic would be if all cyclists from tomorrow started driving cars. Please put more effort into improving and making safer routes for cyclists."

"Cycling is the only option for a guaranteed journey time. The road network is at full capacity. Metro-bus network routes look ill-conceived, not really addressing the huge number of commuters who travel along the northern ring-road in-order to arrive at MOD/BAE/Airbus/RR/Aztec West etc. Having to change will instantly put off most people, even if they do live close enough to the ring road to make it a viable option. The Metro-bus links going from Downend area into the centre are already covered by normal bus routes."

"I cycle because for the route I take to work it is faster than driving, as the road system is so appalling. The metrobus work has made this much worse over the last year or so."

Runners / walkers:

"Living within walking distance of the office is a real benefit to my quality of life."

"Vast improvement since I found a back route to drive, park easily and then run in to work along a very pleasant bike path. It beats sitting in traffic and I bought the gear to do it in all weathers. Haven't looked back, I'm hooked!"

"I have found walking to work less stressful and pleasurable when I'm not walking along the main roads, where some days, I have found with queuing traffic (around Parkway Station) the fumes can become choking and extremely unpleasant."

"Running is easier and quicker than by car. Work provide showers which is good (Work is MOD)."

"I walk every day regardless of weather it is cheaper, quicker and reliable only on myself. Even if I lived further away (within reason) I would walk."

"Normally I will walk to work and run back home for the exercise."

Public bus users:

"works pretty well for me. aiming to walk all the way to work soon for health reasons."

"We have a very good bus service in Weston. The number of people who drive into the centre of Bath from there is disgraceful. I am probably going to give up my car entirely this year, I rarely use it."

"I am very satisfied with the bus journey to and from work, partly because it involves a local but public bus service which is very reliable and partly because my bus journey involves a certain amount of bus lanes and where these are available they really speed up the journey."

"The new service from Slide is good - cheaper than a taxi, but much more reliable and quick than a bus."

"Both the First Bus Group and Wessex Buses are very important for providing regular transport services, as they affect my ability to get to and from work in a timely manner, because I do not have access to other transport for work purposes. Both bus services are usually excellent."

Train users:

"I am happy with my mode of transport although parking in the area is not good."

"The train is ideal as I have the technology that allows me to work whilst on the train. When I work on my commute, I include this in my working hours."

"The train service on the Severn beach line is excellent and well used."

"Overall I am happy with my travel to work I just wish it was cheaper and took less time!"

“When I am in the office I try not to use the car. This office has the best cycle parking, lockers and changing facilities of any place I have ever worked and makes running or cycling from the train station both easy and possible.”

“I use the Severn Beach Train Service. It is excellent and very cheap and will accommodate bikes. I consider other train routes should be reopened as it is a very sustainable and relaxing mode of transport. Just need to educate myself not to drive to the station now but cycle or walk instead!”

Other factors, considerations and influences

- Most of the other comments in this category related in some way to the circumstances of the individual and how these affect the travel and transport choices they make and the options that they believe are open to them.
- Factors relating to working patterns, school runs, caring for relatives, distance and travel times all belong to this category of influence.
- However, other considerations were also raised and these included:

- The **stress and conflict** suffered, anticipated or feared in relation to some form of transport or journey;

10% of cyclists offered a comment that was coded to this theme (compared to only 3% of the total sample of respondents). Their comments usually involved safety concerns and/or conflicts with other road users:

“Currently, the mode of transport which gives me the greatest flexibility is cycling. Fortunately, I enjoy cycling, but the most viable route (the A38/Gloucester Rd) is not the most cycle friendly, with poor cycling provision interspersed with no cycling provision. I have had innumerable instances of cars ignoring or not being aware of my presence, which have resulted in several close calls and one 'dooring'.”

“I enjoy cycling to work but I am very concerned about motorists who do not leave sufficient allowance of safe space for cyclists - especially buses, goods vehicles and vans.”

- **Environmental** concerns and impacts;

The two key groups here were walkers/runners (7% of which mentioned this issue) and cyclists (4%). Overall, just 2% of respondents mentioned this theme.

“The pollution is bad especially around Temple Meads where it makes me lose my voice as long as I am in the polluted area.”

“I really dislike my daily commute (walk) along the A4 but unfortunately there is no alternative route (without a significant detour) from my house in Brislington to the city center. There is always queuing traffic on the road and the level of pollution resulting from this isn't very pleasant at all.”

“I like walking to work but hate the fact that I'm walking through heavy pollution on a daily basis.”

“Air quality needs to be improved along key walking, running and cycle routes to encourage more participants in non-vehicular travel.”

"I run along the London Road and the pollution level is of real concern. I would also cycle but I think the cycle paths along the London Road are dangerous and inadequate."

- **Health and wellbeing;**

Again, the two key groups here were walkers/runners (4% of which mentioned this issue) and cyclists (2%). Overall, less than 1% of respondents mentioned this theme.

"walking is the best, healthy and cheap."

"My travel arrangements are as good as they can get. I get exercise and fresh air on my way, I also am very green. However in June my work location changes to save the council money this will make me very ungreen, unfit and stressed as I will have to drive to get to work!!!"

"It's fab. Because apart from inclement weather. I get exercise, fresh air and an opportunity to clear my head before I get to the car and drive through the back streets (usually) home. Only fly in the ointment is trying to dodge the excessive road works and resulting heavy traffic in central Bristol."

"Walking to and from work is useful because it means I feel better about sitting down for a few hours."

"Cycling to work is the best way to start and end the day. It wakes you up and provides energy for the day and allows you to unwind at the end of the day. Plus - you miss all the traffic!"

"Cycling is FAR quicker than driving and - especially - taking the bus and I get some exercise too - it's a no-brainer!"

Disability and health issues

- The vast majority of the 191 comments in this category were from individuals who indicated that their normal mode of travel to work is car: 80% of comments in this code were from this group. Furthermore, almost all of these also indicated that they travel alone in their car to work.
- In general, comments were made to explain why car is the only viable or the most appropriate form of transport for travelling to and from work. In many cases, respondents explained how tiring and stressful they find it to attempt these journeys using public transport.
- A number of respondents also suggested that the survey fails to take account of disability and its impact on the choices people make:

"You haven't included options for people with mobility impairments, we are active commuters as well - we don't have a choice but to drive - reasons for driving omitted mobility issues/disability as an option - poor show."

"The survey does not ask whether an individual uses a car because they are unable to use other transport methods due to a medical condition(s) which is a significant and worrying omission."

"I use a car due to my disability. I did not see this as an option in your questions. This is very disappointing."

"I have a disability and have to use my own car to travel to and from work, I am unable to use public transport."

"I Have a mobility problem and have a disability parking permit."

"I usually cycle but I have a bad back at the moment so have been given a temporary parking permit to allow my back to heal."

"I drive to work as I have osteoarthritis in my knees and have a disabled parking space, in order for me to be able to work full time its crucial for me to be able to drive to work."

"You have not included disabled. Poor."

"As a parent/carer of a disabled child I need to get to work (and back) the quickest and cheapest way. I need access to a car in case I am called to my child's school and to be able to attend the numerous meetings/appointments in respect of my child while fulfilling my work commitments."

11. Employer-specific feedback

- Almost 10,000 responses were received to the open question. Many employers were represented by this sample but several contributed considerable sample sizes and these are shown in Table 24 (below):

Employer	Total responses to open question
Bristol City Council	1021
University of Bristol	921
Bristol North NHS Trust	524
Rolls Royce	472
South Gloucestershire Council	393
University of the West of England	324
Airbus	290
Bath and North East Somerset Council	290

Table 24

- It should be remembered that the five most coded response categories, based on all 9696 responses to the open question were:
 - Congestion
 - Cycle infrastructure
 - Lack of alternatives / choices
 - Bus reliability
 - Highway maintenance
- Using this 'top 5' issues as the benchmark, it is interesting to compare the similar lists for those employers most heavily represented in the sample. Table 25 highlights the top five issues amongst each of these eight employers. The 'location/area specific' code has not been included within this analysis.

	Bristol City Council	University of Bristol	Bristol North NHS Trust	Rolls Royce	South Glos. Council	UWE	Airbus	BaNES
1	Car needed	Bus reliability	Bus reliability	Cycle infrastructure	Car needed	Bus reliability	Congestion	Car needed
2	Bus reliability	Cycle infrastructure	Lack of choices	Congestion	Factors influencing	Bus routes	Cycle infrastructure	Lack of choices
3	Cycle infrastructure	Congestion	Factors influencing	Highway maintenance	Lack of choices	Lack of choices	Highway maintenance	Happy with current
4	Congestion	Happy with current	Bus routes	Cycle safety concerns	Bus routes	Metrobus	Bus reliability	Factors influencing
5	Happy with current	Cycle safety concerns	Working patterns	Lack of choices	Working patterns	Cycle infrastructure	Cycle safety concerns	Working patterns

Table 25