

New Bus Station Questionnaire – Response analysis

354 questionnaires completed at the consultation event on 3 March 2016.

161 questionnaires completed online

40 questionnaires received via other methods

A further 91 responses to a simplified version of the questionnaire made available to students and major employers

1. How often do you use the current bus station?

- 1) At least weekly (222 respondents)
- 2) At least 4 times a week (139 respondents)
- 3) At least monthly (122 respondents)
- 4) At least twice a year (82 respondents)
- 5) Less frequently (72 respondents)

2. How far afield are you generally travelling by bus or coach (tick all that apply)?

- 1) Within Devon (437 respondents)
- 2) Within Exeter (313 respondents)
- 3) Further afield (231 respondents)

3. Which bus or coach service or services do you generally use?

Local buses	National buses
519	191

4. What general is the purpose of your journey (tick all that apply)?

- 1) Leisure (591 respondents)
- 2) To/from work (118 respondents)
- 3) Travel as part of your job (70 respondents)
- 4) To/from school or college (10 respondents)

Other: Tasks/duties (6), Medical appointments (4)

5. What times of day do you tend to use the bus station?

- 1) Peak times (363 respondents)
- 2) Weekends (373 respondents)
- 3) Other times on weekdays (311 respondents)
- 4) Evenings (182 respondents)
- 5) Night (85 respondents)

6. How long do you generally arrive at the bus station before departure?

- 1) 5 – 15 minutes (455 respondents)
- 2) More than 15 minutes (119 respondents)
- 3) Less than 5 minutes (56 respondents)

Some respondents waited for more than 15 minutes if they were embarking on a long distance journey.

7. What is good about the existing bus station?

Headline figures:

- 1) Good location (close to main shopping area, bus stops and parking) (249 respondents)
- 2) Facilities (toilets, café and newsagents) (65 respondents)
- 3) Enclosed/undercover waiting area (61 respondents)
- 4) Designated stands for buses (60 respondents)
- 5) Buses/coaches together (52 respondents)
- 6) Spacious/size/capacity (45 respondents)
- 7) Staffed Information Centre (36 respondents)

Other: Functional (22), good connections (18), good staff (9), access for drop off/collection (9), number of bays (7), layout (5), holding area for buses (4), appearance (4), safe for pedestrians (3), level access (3)

8. What is bad about the existing bus station?

Headline figures:

- 1) Old/needs updating (235 respondents)
- 2) Exposed/not undercover (138 respondents)
- 3) Dirty (134 respondents)
- 4) Toilets on separate level (82 respondents)
- 5) Facilities/waiting area/lack of seating/uncomfortable (79 respondents)
- 6) Information boards (50 respondents)
- 7) Queues on concourse (38 respondents)

Other: Unpleasant late at night/beggars (34), gives Exeter bad image (24), disabled access (22), smoking (15), too small (15), unpleasant experience (15), buses arriving at wrong stands (13), restaurant (13), pigeons (11), poor position of facilities (11), no drop off/pick up (8)

9. Do you have mobility/health issues?

Yes	No
119	419

10. What do you struggle with at the bus station?

Headline figures:

- 1) Stairs/split level (97 respondents)
- 2) Information boards and announcements (delays, stands, other languages, large print) (82 respondents)
- 3) Lack of enclosed waiting area (exposed and cold) (53 respondents)
- 4) Crowded concourse and queues (42 respondents)
- 5) Lack of seating (24 respondents)
- 6) Dirty (22 respondents)
- 7) Buses arriving at wrong stand (21 respondents)

Other: Opening hours of toilets and info office (18), safety (16), toilet facilities (10), drop off points (9), no trolleys for luggage (8), lack of facilities (5)

11. What would assist you in using the bus station?

Headline figures:

- 1) Information and announcements (illuminated, audible, tannoy, maps, talking signs, train times) (119 respondents)
- 2) Enclosed, comfortable waiting area (72 respondents)
- 3) All on one level (55 respondents)
- 4) Covered and spacious concourse (38 respondents)
- 5) Location (close and good pedestrian access to city centre) (31 respondents)
- 6) Good 24 hr facilities (31 respondents)
- 7) Bright, clean and welcoming (27 respondents)

Other: Seating (22), disabled access (21), integrated interchange for coaches (20), buses to go to bus station and connections to train station and park and ride (20), staff available to help (19), safe (13), designated stands (12), drop off point (12)

12. If you have used another bus station where was it?

Headline figures:

- 1) Bristol (55 respondents)
- 2) London Victoria (42 respondents)
- 3) Plymouth (29 respondents)
- 4) Heathrow (20 respondents)
- 5) Bath (19 respondents)
- 6) Tiverton (13 respondents)
- 7) Newton Abbot (11 respondents)
- 8) Jersey (11 respondents)

Other: Birmingham (8), Paignton (8), Barnstaple (7), Sheffield (6), Taunton (5), Swansea (5)

What was good about it?

The themes appearing in response to this question reflected those that are listed above under questions 7, 8 and 11.

What was bad about it?

The themes appearing in response to this question reflected those that are listed above under questions 7, 8 and 11.

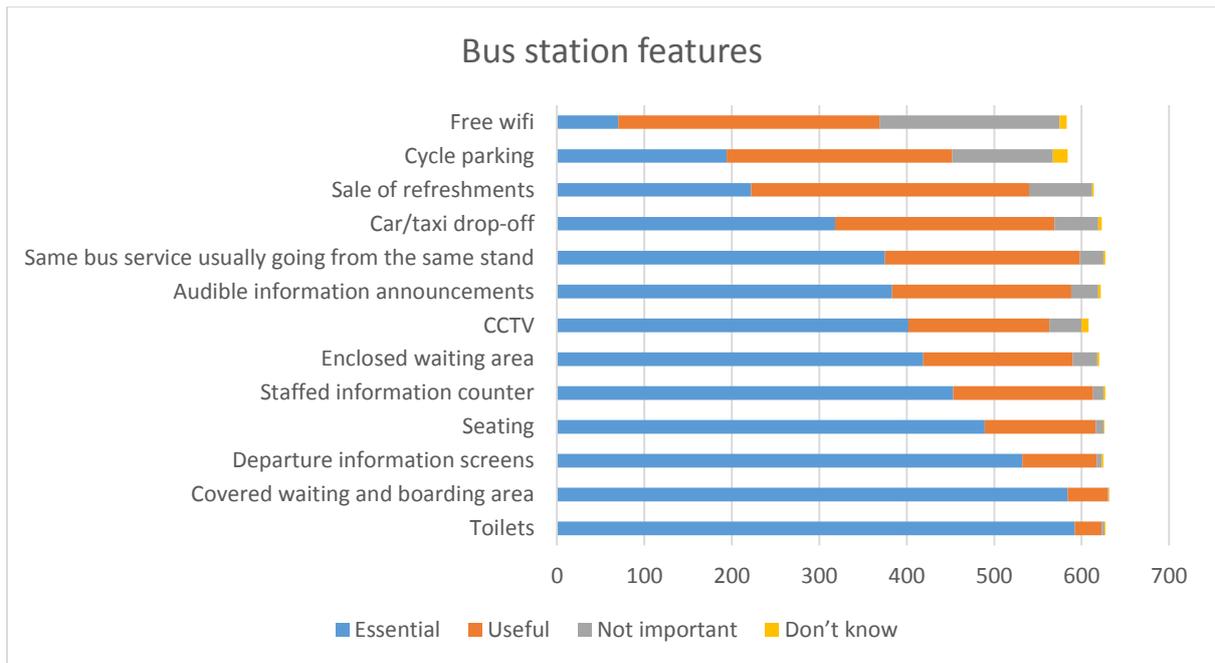
13. What design quality would you like to see?

- 1) Modern (332 respondents)
- 2) Traditional (122 respondents)
- 3) Sleek (90 respondents)
- 4) Wooden (49 respondents)
- 5) Futuristic (43 respondents)

Other: Functional (16), Ecological (7)

14. Please rate the following features:

	Essential	Useful	Not important	Don't know
Toilets	592	31	3	1
Covered waiting and boarding area	584	46	1	1
Departure information screens	532	85	6	2
Seating	489	127	9	1
Staffed information counter	453	160	12	2
Enclosed waiting area	419	171	28	2
CCTV	402	161	37	8
Audible information announcements	383	205	31	3
Same bus service usually going from the same stand	375	223	27	2
Car/taxi drop-off	318	251	50	4
Sale of refreshments	222	318	72	2
Cycle parking	194	258	115	17
Free wifi	70	299	206	8



15. How important is it that the toilets are open during bus operation times?

- 1) Very (546 respondents)
- 2) Important (69 respondents)
- 3) Not important (3 respondent)
- 4) Don't know (1 respondent)

16. Any other comments or suggestions?

- 1) Integrated coaches (142 respondents)
- 2) Design (106 respondents)
- 3) Disabled facilities/access issues (47 respondents)
- 4) Don't need leisure complex (34 respondents)
- 5) Facilities (34 respondents)
- 6) Traffic/road layout (30 respondents)
- 7) Safety (28 respondents)
- 8) Location (28 respondents)

Other: Bigger bus station (21), upgrade existing station (18), drop off points (18), theatre (16), connections to other transport modes (16), undercover (15), information and announcements (15), provide updates on project (11), pollution (8), bus users to be involved (8), closure of Paris Street shops (8)