

Public Attitudes to Transport 2002 – Topline Results

- Topline results are based on weighted data
- Results are based on 1,725 interviews with the general public in England, conducted face-to-face in home between 27th February and April 7th 2002
- All figures quoted are percentages, unless otherwise stated. Where bases are below 50 figures are usually shown as numbers (N) rather than percentages
- An asterisk (*) indicates a percentage of less than 0.5% but greater than zero. Where percentages do not add up to 100 this may be due to computer rounding, multiple responses or the exclusion of don't know categories
- All total figures are based on the whole sample (1,725) unless otherwise stated
- Comparable data from the 2000 and 2001 CfIT studies are also present where available (total sample sizes 2,024 and 2,202 respectively)

Good morning/afternoon/evening. I'm from MORI, the market research company. We are conducting a survey about national and local issues.

Q1a. What do you see as the main problems facing Britain today? What others?

		Total 2002 %
Crime	Crime	52 38
	Vandalism/hooliganism	14
	Graffiti	2
	Racial harassment	3
	Drugs	12
	Lack of police on street	10
	Security/safety	*
Economy/Employment		32
	Low pay	7
	Unemployment	11
	Weak local economy	3
	Poor local shops	2
	Defence/Foreign affairs	2
	Pensions/Social security	2
	Race relations/immigration	1
	Benefit abuse	1
	Common market/EU/Europe/single European currency	1
	Local government/council tax	1
	Poverty/inequality	*
	Overpopulation	*
	Inflation/prices	*
	Economy/economic situation	-
Education		12
	No schools close to where I live	3
	Poor schools	9
	Morality/individual behaviour	1
	Lack of teachers/teacher's pay	*
	Cost of University/higher education	*
Environment		12
	Litter/rubbish in the streets	7
	Pollution	6
	Poor upkeep of local amenities, parks	2
	Too much building/over-development	*
Facilities/Social services/Community		19
	Immigration	9
	Lack of/limited community spirit	3
	Lack of/limited facilities for teenagers/youths	5
	Lack of/limited facilities for children	3
	Poor quality/level of care for the elderly	4
	Poor leisure/sports facilities	2
	Poor social services	1
	Morality/individual behaviour	1
Health		31
	Poor health facilities/hospitals	25
	Lack of health services/Doctors	14
Housing		9
	Lack of/limited affordable housing	5
	Poor, run-down housing	2
	Unightly housing estates	2
	Homelessness	*

Transport	31
Traffic congestion	16
Traffic noise	3
Level of road accidents	3
Poor state of roads	7
Speeding motorists	5
Shortage of car parking	3
Frequency of public transport	6
Number of places you can get to by bus/train	3
Unreliable buses/trains	7
Difficulty in using public transport	3
Number of cycle routes	*
Other public transport issues	1
Running of car/fuel cost	*
Cost of public transport	*
Other (PLEASE WRITE IN AND CODE '3')	2
None	16
Don't know	3
No answer	11

Q1b. What do you see as the main problems facing the area you live in? What others?

		Total 2002 %
Crime	Crime	42 21
	Vandalism/hooliganism	19
	Graffiti	3
	Racial harassment	1
	Drugs	9
	Lack of police on street	10
	Security/safety	*
Economy/Employment		13
	Low pay	4
	Unemployment	6
	Weak local economy	2
	Poor local shops	3
	Local government/Council tax	1
	Economy/economic situation	*
	Inflation/prices	*
	Overpopulation	*
	Race relations/immigration	*
	Defence/foreign affairs	*
	Pensions/social security	*
Education		4
	No schools close to where I live	2
	Poor schools	3
Environment		17
	Litter/rubbish in the streets	11
	Pollution	4
	Poor upkeep of local amenities, parks	4
	Too much building/over-development	1
	Problems with dog mess	*
	Lack of street lighting	*
Facilities/Social services/Community		17
	Immigration	3
	Lack of/limited community spirit	3
	Lack of/limited facilities for teenagers/youths	9
	Lack of/limited facilities for children	6
	Poor quality/level of care for the elderly	3
	Poor leisure/sports facilities	3
	Poor social services	2
	Gangs of youths hanging around	1
	Morality/individual behaviour	*
Health		8
	Poor health facilities/hospitals	5
	Lack of health services/Doctors	5
Housing		9
	Lack of/limited affordable housing	5
	Poor, run-down housing	4
	Unightly housing estates	2

Transport	43
Traffic congestion	19
Traffic noise	6
Level of road accidents	2
Poor state of roads	10
Speeding motorists	8
Shortage of car parking	10
Frequency of public transport	8
Number of places you can get to by bus/train	3
Unreliable buses/trains	6
Difficulty in using public transport	3
Too many traffic calming measures	*
Lack of pedestrian crossings	*
Cost of public transport	*
Number of cycle routes	-
Other (PLEASE WRITE IN AND CODE '3')	2
None	19
Don't know	6
No answer	19

Q1b. What do you see as the main problems facing the area you live in? What others?

TRENDS	Total 2002 %	Total 2001 %	Total 2000 %
Crime	42	26	28
Economy/Employment	13	3	5
Education	4	1	3
Environment	17	10	8
Facilities/Social services/Community	17	14	17
Health	8	6	4
Housing	9	4	7
Transport	43	37	32
Other (PLEASE WRITE IN AND CODE '3')	-	-	-

Q2. I am now going to read out some policy areas. For each, please can you tell me if you think the Government over the past year has given more priority, less priority, or about the same priority to it as in previous years?

		More %	Less %	Same %	Don't know %
a	Health	30	32	33	5
b	Transport	18	43	31	8
c	Education	27	26	33	13
d	Crime	21	45	28	5

- Q3. How many cars and/or vans are normally available for use by you or members of your household (other than visitors)? Include any car or van provided by employers if normally available for use by you or members of your household, but exclude vans used only for carrying goods.

	Total 2002 %	Total 2001 %
None	23	27
One	46	44
Two	25	22
Three	5	4
Four	1	1
Five	*	0
More than five	-	0

- Q4. Do you, or anyone else in your household, hold a blue or orange badge.

	CfIT 2002 (1,283)	DPTAC 2001 (395)
Base: All with car/can in household		
	%	%
Yes, respondent	4	69*
Yes, other household member	4	-
No, no-one in household	88	28

* NB Did not differentiate between respondent and other household member in DPTAC 2001

- Q5. I am now going to read out a number of forms of transport people use. From this card, please tell me how often, if at all, you personally use each one? Just read out the number that applies.

		Once a week or more	1-3 times a month	6-11 times a year	Less often	Never	Don't know/No answer
a	Car driven by yourself						
	Total 2002 %	63	1	*	1	33	1
	Total 2001 %	63	1	*	2	33	*
b	Car driven by someone else						
	Total 2002 %	48	14	5	10	20	3
	Total 2001 %	51	18	6	11	15	*
c	Taxis/minicabs						
	Total 2002 %	11	16	11	23	38	1
	Total 2001 %	13	23	12	30	21	1
d	Local buses						
	Total 2002 %	27	9	6	13	42	2
	Total 2001 %	27	14	7	20	31	1
e	Long distance buses or coaches						
	Total 2002 %	1	2	3	16	72	6
	Total 2001 %	1	3	3	31	61	*
f	Local trains						
	Total 2002 %	7	11	9	17	53	3
	Total 2001 %	6	9	7	26	53	*
g	Long distance trains						
	Total 2002 %	1	3	6	20	66	4
	Total 2001 %	2	5	8	39	47	*
h	London Underground						
	Total 2002 %	5	5	7	17	62	4
	Total 2001 %	6	7	7	22	57	2
i	Motorbike, moped or scooter						
	Total 2002 %	2	*	*	1	93	3
	Total 2001 %	2	1	*	2	94	1
j	Bicycle						
	Total 2002 %	8	5	6	9	70	2
	Total 2001 %	11	8	4	10	67	1
k	Walking for half a mile or more						
	Total 2002 %	68	11	2	5	12	2
	Total 2001 %	69	12	3	4	12	*

- Q6. Approximately how many miles, if any, have you personally driven in the last twelve months?

	Total 2002*	Total 2001	Total 2000
Base: All car drivers	(1,077)	(1,404)	(1,328)
	%	%	%
Up to 5,000 miles	33	36	34
5,001 – 10,000 miles	29	31	32
10,001 – 15,000 miles	14	16	18
15,001 – 20,000 miles	6	6	8
More than 20,000 miles	10	8	7
None	*	1	*
Don't know	6	2	1

* NB Mileage was recorded to the nearest thousand (i.e. 6000-10000, 11000-15000, 16000-20000 in CfIT 2002)

Q7. I am going to read out a number of different types of services. Using this card, I would like you to tell me how satisfied or dissatisfied you are with the quality of each?

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/Do not use/Not applicable	Mean score
a	Local buses							
	Total 2002 %	10	32	11	11	7	28	.38
	Total 2001 %	9	36	14	14	8	19	
b	Local trains							
	Total 2002 %	5	25	14	8	5	43	.31
	Total 2001 %	5	26	15	12	7	36	
c	Long distance trains							
	Total 2002 %	2	13	16	8	4	57	.05
d	Long distance coaches							
	Total 2002 %	4	13	16	2	1	64	.51
e	Road maintenance							
	Total 2002 %	1	26	14	30	26	3	-.54
	Total 2001 %	2	26	15	30	26	2	
f	Pavement maintenance							
	Total 2002 %	2	29	16	27	23	2	-.41
	Total 2001 %	3	28	16	28	24	1	
g	London Underground							
	Total 2002 %	2	14	15	6	3	60	.16
	Total 2001 %	4	18	13	7	3	54	

- Q8. Please could you tell me, from this card, how strongly you agree or disagree with each of the following statements? Just read out the number that applies.
Firstly ...

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Mean score
a	I would travel by car less if the <u>bus services</u> around here were better							
	Total 2002 %	12	22	19	20	22	5	-.19
	Total 2001 %	19	28	16	17	14	6	
	RT 1998 %	16	25	11	22	17	9	
b	I would travel by car less if the <u>train services</u> around here were better							
	Total 2002 %	9	15	22	22	26	7	-.42
	Total 2001 %	14	21	22	18	17	8	
	RT 1998 %	12	19	15	23	19	12	
c	I would travel by car less if the <u>conditions for walking</u> around here were better							
	Total 2002 %	5	12	25	25	27	5	-.61
	Total 2001 %	9	17	28	22	17	6	
	RT 1998 %	7	16	20	26	20	11	
d	I would be prepared to pay higher taxes in order to have an improved <u>public transport system</u>							
	Total 2002 %	7	23	14	22	31	3	-.48
	Total 2001 %	11	28	13	21	24	4	
	BBC 1999 %	14	28	8	26	21	4	
e	I would be prepared to pay higher taxes in order to have <u>improved roads</u>							
	Total 2002 %	5	21	15	24	32	3	-.58
f	I am fearful of travelling by public transport							
	Total 2002 %	5	14	14	28	38	1	-.82
	Total 2001 %	5	17	17	30	29	2	
g	I would travel by public transport more if the services around here <u>were connected better</u>							
	Total 2002 %	16	33	15	17	16	2	.17
	Total 2001 %	24	39	13	13	9	2	
h	Improvements in public transport would have a positive impact on <u>my social life</u>							
	Total 2002 %	11	18	19	23	27	2	-.38
	Total 2001 %	9	23	22	25	20	2	
i	Improvements in public transport would make it easier for me <u>to get a job</u> I really want							
	Total 2002 %	6	11	20	19	38	5	-.76
	Total 2001 %	8	12	28	19	27	6	
j	Children should <u>not be taken to school</u> by car but use public transport, walk or cycle instead							
	Total 2002 %	28	35	17	11	7	2	.67
k	I would cycle more if there were more convenient <u>cycle routes</u> to use locally							
	Total 2002 %	12	20	17	13	32	5	-.34

- Q9a. From this card, can you tell me how bus services in your local area could be better?
Just read out the number or numbers that apply.
Are there any other improvements not on this card that would make bus services better in your local area?
- Q9b. From this card, can you tell me how train services in your local area could be better?
Just read out the number or numbers that apply.
Are there any other improvements not on this card that would make train services better in your local area?

Base: All who would travel by car less if bus/train services were better		Q9a Bus (568)	Q9b Train (404)
		%	%
01	Improved punctuality and reliability	46	55
02	Improved frequency	51	42
03	Journey time similar to a car	23	19
04	Timetable information and knowing where to get on	33	27
05	Attitudes of staff	12	10
06	Safe place to wait	23	17
07	Improved personal security	16	21
08	Public transport fares costing no more than travelling by car	41	45
09	Extended service (e.g. more destinations, later buses/trains)	34	28
10	Lower cost of parking at bus stops/rail stations	20	25
11	More parking spaces around bus stops/at rail stations	19	24
12	Better connection between bus and rail services	27	32
13	Improved cleanliness	21	28
14	Better access/facilities	14	14
15	Number of available seats	19	23
	Other (WRITE IN AND CODE '4')	6	4
	None of these need to be improved – would use more anyway	1	2
	Don't know	2	4

Q10. Which of the following applies to you?

	Total 2002 %	Total 2001 %	Total 2000 %
Working full-time (30+ hrs/wk)	46	46	43
Working part-time (8 – 29 hrs/wk)	10	8	10
Working part-time (less than 8 hrs/wk)	1	1	1
Student working	1	-	-
Student not working	3	-	-
Houseperson	10	10	10
Retired	23	23	23
Unemployed	4	3	4
Other (WRITE IN AND CODE '9')	1	-	-

Q11a. How do you normally travel to work? Just read out the number or numbers that apply.

Q11b. And what is your main means for travelling to work (covering the longest distance)? Just read out the number that applies.

		Q11a	Q11b
		Base: All workers (896)	Base: All who travel to work by more than one mode (165)
		%	%
01	Car	70	30
02	Train	7	17
03	Bus	12	16
04	Coach	*	-
05	London Underground	5	8
06	Taxi/minicab	1	1
07	Bicycle	4	4
08	Motorcycle, moped or scooter	2	3
09	Walk	15	12
10	Other (WRITE IN AND CODE '0')	2	2

Q12 Why do you travel by [...] Why else?

Top mentions ¹	Car	Train	Bus	London Underground	Bicycle	Foot
Base: All who travel to work by each mode	(546 total) %	(46 total) N	(77 total) N	(45 total) N	(19 total) N	(93 total) N
Convenient Total 2002	28	13	14	7	1	10
Quicker Total 2002	14	16	4	16	3	5
Cheaper Total 2002	3	6	11	1	5	5
Easy to use Total 2002	2	2	6	3	1	1
No alternative Total 2002	19	4	16	4	0	2
Need car/van for work Total 2002	16	0	1	0	0	0
Need to carry tools/equipment Total 2002	5	1	0	0	0	0
I like it Total 2002	*	0	1	0	2	5
Parking problems Total 2002	0	2	1	1	0	1
Work locally Total 2002	1	0	4	0	4	71
For exercise Total 2002	0	0	0	0	7	9
Work shifts/night work Total 2002	8	0	1	0	1	0
Go as a passenger/get a lift to work Total 2002	4	0	0	0	0	0
Public transport doesn't go to place of work Total 2002	6	0	0	0	0	1
No car available/don't drive Total 2002	0	4	10	*	3	4

¹ NB. Small base size for train, bus, London Underground, bicycle and foot.

Q13. **Where do you normally park when going to work? Just read out the number that applies.**

Base:
All who travel to work
mainly by car
(546)
%

01	Free company/private car park	66
02	On the road at no charge	10
03	Free public car park	2
04	In a private driveway	3
05	On the road at a charge (e.g. parking meter)	*
06	Paying at a public car park	4
07	Paying at a company/private car park	2
08	Travel throughout the day (e.g. travelling salesperson/rep), so do not park anywhere in particular	4
09	Have a lift, so do not park anywhere	4

Q14a. **Which, if any, of these would you do if free parking was not available and it cost you £5 a day to park?**

Is there anything else, not on [this card], you would do if free parking was not available and it cost you £5 a day to park?

Q14b. **Which, if any, of these would you do if it cost you an extra £5 each day to park?**

Is there anything else, not on [this card], you would do if it cost you an extra £5 each day to park?

		Q14a Base: All who use free parking (449) %	Q14b Base: All who pay for parking (35)* %
01	Continue to drive to work and pay the extra	36	49
02	Travel everyday by public transport	11	10
03	Walk/cycle everyday	11	-
04	Try and share a car with others travelling the same route	26	9
05	Travel some days by public transport instead	6	4
06	Walk/cycle some days instead	9	7
07	Work from home occasionally	2	4
	Other (WRITE IN AND CODE '8')	10	3
	None of these	3	13
	Don't know	1	-

* NB Small base size at Q14b

- Q15. I would now like you to think about some journeys. Firstly, can you tell me if you ever take children to or from school?

		%
	Yes	27
	No	73

- Q16. And, how do you normally travel when you take children to or from school? Just read out the number or numbers that applies.

		Base: All who take children to/from school (470) %
01	Always travel by car	41
02	Always use a taxi/minicab	1
03	Always use public transport	3
04	Sometimes travel by car	14
05	Sometimes use a taxi/minicab	1
06	Sometimes use public transport	2
07	Walk	49
08	Cycle	*

- Q17. Which, if any, of these would make you consider using your car less for taking children to and from school?

Is there anything else, not on [this card], which would make you use your car less for taking children to and from school?

		Base: All who always travel by car (181) %
01	Car journey time doubles	14
02	Journey time by public transport is the same as by car	13
03	Public transport fares costing no more than travelling by car	10
04	Safer public transport	5
05	Safer walking routes	16
06	Safer cycle routes	6
07	More dedicated school buses	32
	Other (WRITE IN AND CODE '8')	5
	None of these - would always travel by car	32

- Q18. Now, considering shopping for items other than main food (for example, shopping for clothes or presents), please can you tell me how you normally travel? Just read out the number that applies.

		%
01	Always travel by car	50
02	Always use a taxi/minicab	1
03	Always use public transport	16
04	Sometimes travel by car	18
05	Sometimes use a taxi/minicab	2
06	Sometimes use public transport	16
07	Walk	16
08	Cycle	1

- Q19. Which, if any, of these would make you consider using your car less for some shopping trips for items other than main food shopping?

Is there anything else, not on [this card], which would make you use your car less for some shopping trips for items other than main food shopping?

		Base: All who always travel by car (816) %
01	Car parking costs increase by £5	34
02	Car journey time doubles	14
03	Number of car parking spaces is halved – so that it is very difficult to find a space	27
04	Journey time by public transport is the same as by car	17
05	Public transport fares costing no more than travelling by car	23
06	Convenient cycle lanes	2
07	Safe place to leave cycle	3
	Other (WRITE IN AND CODE '8')	5
	None of these - would always travel by car	28

- Q20. Comparing the cost of motoring (covering not only fuel, but also purchasing, road tax, insurance and maintenance) with public transport over the last 10 years, which one of these do you think applies? Just read out the number that applies.

	%
Motoring costs have gone up a lot more than public transport	33
Motoring costs have gone up a little more than public transport	13
Motoring costs have gone up about the same as public transport	15
Public transport costs have gone up a little more than motoring	9
Public transport costs have gone up a lot more than motoring	7
Don't know	23

- Q21a. Now thinking about **driving** in Britain, France and Italy. Do you think that the average cost of driving 1000 miles, that is petrol and tolls but not other running costs, is higher, lower or about the same in Britain as in France and Italy? Just read out the number that applies.

	%
A lot higher in Britain than France and Italy	40
A little higher in Britain than in France and Italy	18
About the same in Britain as in France and Italy	5
A little lower in Britain than in France and Italy	4
A lot lower in Britain than in France and Italy	1
Don't know	32

- Q21b. Now thinking about **owning** a car in Britain, France and Italy. Do you think that the amount of tax people pay on owning a car, including any tax on purchasing it and annually paid road tax, is higher, lower or about the same in Britain as in France and Italy? Just read out the number that applies.

	%
A lot higher in Britain than France and Italy	45
A little higher in Britain than in France and Italy	15
About the same in Britain as in France and Italy	5
A little lower in Britain than in France and Italy	2
A lot lower in Britain than in France and Italy	1
Don't know	33

Q22. I'm now going to read out some conditions and services associated with public transport. Please tell me, from this card, how you would rate each one? Just read out the number that applies, with 1 being very good and 5 being very poor.

Q22a. First of all, how would you rate buses in terms of ...?

Base: All bus users
(answering question)

	Total 2002						Total 2001	Total 2000
	(01) Very Good	(02) Fairly good	(03) Neither good nor poor	(04) Fairly poor	(05) Very poor	Don't know	Poor	Poor
	%	%	%	%	%	%	%	%
Cleanliness	10	45	18	19	6	1	22	32
Punctuality and reliability	9	41	18	22	10	1	35	N/A
Journey time	9	47	24	15	3	1	21	N/A
Frequency	10	38	19	23	10	2	35	24
Number of places that you can get to	15	44	16	17	7	2	24	20
Personal security when travelling on vehicle*	12	37	27	16	6	2	25	22
Personal security when waiting*	8	31	30	22	7	1		
Overcrowding	9	33	30	19	8	2	28	18
Level of fares	8	34	24	22	9	3	33	32
Attitudes of staff**	15	43	26	9	5	2	18	N/A

* NB Asked for travelling on bus and waiting at bus stops in 2001

** NB Asked of bus drivers in 2001

Q22b. **And now for trains?**

Base: All train users answering question

	Total 2002						Total 2001
	(01) Very Good	(02) Fairly good	(03) Neither good nor poor	(04) Fairly poor	(05) Very poor	Don't know	Poor
	%	%	%	%	%	%	%
Cleanliness	6	38	21	27	5	3	30
Punctuality and reliability	6	32	19	30	10	4	37
Journey time	11	48	20	13	4	4	21
Frequency	7	37	28	18	5	4	24
Number of places that you can get to	17	42	19	13	3	5	16
Personal security when travelling on vehicle*	8	32	30	21	5	4	29
Personal security when waiting	7	30	30	23	7	4	
Overcrowding	4	22	28	28	15	5	38
Level of fares	4	20	22	32	16	5	56
Attitudes of staff**	10	38	35	9	3	6	18/12

* NB Asked for travelling on trains and waiting at train stations in 2001

** NB Asked of station staff and on-train staff 2001 (18% and 12% 'Poor' respectively)

Q22c. **And finally for the London Underground?**

Base: All London Underground users answering question

	Total 2002						Total 2001
	(01) Very Good	(02) Fairly Good	(03) Neither good nor poor	(04) Fairly poor	(05) Very poor	Don't know	Poor
	%	%	%	%	%	%	%
Cleanliness	2	21	22	34	16	5	48
Punctuality and reliability	11	48	21	11	3	7	12
Journey time	15	55	18	5	2	6	8
Frequency	17	53	15	8	1	6	7
Number of places that you can get to	32	46	10	4	2	6	4
Personal security when travelling on vehicle*	3	21	29	32	9	6	40
Personal security when waiting	3	23	28	30	10	6	
Overcrowding	*	6	15	37	36	5	69
Level of fares	4	28	25	25	11	7	34
Attitudes of staff	5	24	44	12	5	10	21

* NB Asked for travelling on trains and waiting at Underground stations in 2001

Q23. **Thinking about buses, how strongly do you support or oppose the policy of having more bus lanes in town centres, which give bus users quicker journeys, but leave less road space for cars?**

	%
Strongly support	25
Tend to support	32
Neither support nor oppose	18
Tend to oppose	11
Strongly oppose	9
No opinion	5

Q24a **If more bus lanes were introduced in your local area, cutting bus journey times by a quarter, how likely are you to travel more by bus. Are you ?**

Q24b. **What about if bus journey times were cut in half, how likely are you to travel more by bus. Are you ?**

	Q24a By a quarter	Q24b In half
Version 1	Base: All who support more bus lanes (answering question) (475)	Base: All who are not very likely to travel more by bus (answering question) (273)
	%	%
a Very likely to travel more by bus	22	12
b Fairly likely to travel more by bus	28	30
c Would have no impact – would not travel more by bus	49	55
Don't know	2	3

	Q24a In half	Q24b By a quarter
Version 2	Base: All who support more bus lanes (answering question) (469)	Base: All who are very/fairly likely to travel more by bus (answering question) (238)
	%	%
a Very likely to travel more by bus	28	2
b Fairly likely to travel more by bus	23	22
c Would have no impact – would not travel more by bus	46	72
Don't know	2	4

- Q25. 'm now going to read out a number of issues and I'd like you to tell me whether you think it is going to improve, deteriorate or stay about the same, over the next ten years? Please just read out the number that applies.

		Improve	Deteriorate	Stay about the same	Don't know
a	Level of congestion in towns	8	78	11	3
	Traffic congestion 2001 %	12	68	18	2
b	Level of congestion on major roads and motorways				
	Total 2002 %	6	77	13	3
c	Overcrowding on trains	8	46	30	16
	Overcrowding on PT 2001 %				
d	Overcrowding on local buses				
	Total 2002 %	10	32	47	11
e	Overcrowding on the London Underground				
	Total 2002 %	4	37	18	40
f	Vehicle pollution affecting your health				
	Total 2002 %	14	62	21	3
	Total 2001 %	17	53	25	4
	Total 2000 %	14	63	20	2
g	Vehicle pollution affecting global warming*				
	Total 2002 %	12	67	15	6
	Total 2001 %	16	58	20	6
	Total 2000 %	22	53	20	4
h	The cost of using a car				
	Total 2002 %	4	77	13	6
i	Level of train fares				
	Total 2002 %	8	62	15	15
j	Level of bus fares				
	Total 2002 %	9	57	23	11
k	Level of London Underground fares				
	Total 2002 %	4	39	16	40
l	Punctuality and reliability of local buses	21	25	42	11
	Quality/performance of buses 2001 %	35	15	43	7
m	Punctuality and reliability of trains	22	27	32	19
	Quality/performance of trains 2001 %	42	15	33	11
n	Punctuality and reliability of London Underground	11	17	28	43
	Quality/performance of underground 2001 %	21	10	32	37
o	Frequency of local buses				
	Total 2002 %	21	21	47	10
p	Frequency of trains				
	Total 2002 %	18	22	42	19
q	Frequency of the London Underground				
	Total 2002 %	9	15	33	43
r	Road safety				
	Total 2002 %	28	44	23	4

* NB Asked as Local air pollution from vehicles contributing to health problems in 2000

** NB Asked as Vehicle emissions contributing to global warming in 2000

Q25. I'm now going to read out a number of issues and I'd like you to tell me whether you think it is going to improve, deteriorate or stay about the same, over the next ten years? Please just read out the number that applies.

		Improve	Deteriorate	Stay about the same	Don't know
s	Links between different types of public transport, for example bus/rail interchanges				
	Total 2002 %	32	18	35	15
	Total 2001 %	41	9	39	10
t	Links between car and public transport, for example park and ride schemes, parking at stations				
	Total 2002 %	46	15	27	12
	Total 2001 %	54	8	29	9
u	Safety of pedestrians				
	Total 2002 %	27	33	36	4
	Total 2001 %	33	21	43	3
v	Safety of cyclists				
	Total 2002 %	27	38	30	5
	Total 2001 %	29	30	36	4
	Safety of rail passengers				
	Total 2002 %	26	21	39	14

Q26.

Now considering all these issues associated with travel. I would like you to rank the three issues, from 1 to 3, that you think should have the highest priority for addressing over the next few years. The issue that should have the highest priority first, then the one that should have the second highest priority and finally the one which should have the third highest priority. Just read out the letter that applies.

	Top priority %	Second highest priority %	Third highest priority %	Priority 2001* %
Level of congestion in towns	17	10	8	43
Level of congestion on major roads and motorways	12	10	9	35
Vehicle pollution affecting your health	12	13	8	30
Road safety	11	10	13	-
The cost of using a car	10	7	9	47
Vehicle pollution affecting global warming	9	9	7	32
Safety of pedestrians	4	5	8	-
Level of bus fares	3	3	2	17
Punctuality and reliability of local buses	3	4	4	26
Overcrowding on trains	2	2	2	13
Level of train fares	2	3	1	20
Punctuality and reliability of trains	2	4	4	24
Frequency of local buses	2	3	3	23
Links between different types of public transport, for example bus/rail interchanges	2	2	4	-
Safety of rail passengers	2	2	4	-
Overcrowding on local buses	1	2	1	9
Overcrowding on the London Underground	1	1	2	12
Links between car and public transport, for example park and ride schemes, parking at stations	1	2	3	-
Safety of cyclists	1	3	4	-
Level of London Underground fares	*	1	1	3
Punctuality and reliability of London Underground Trains	*	1	1	3
Frequency of trains	*	1	1	9
Frequency of London Underground	*	*	*	7
None of these	*	-	-	-
Don't know	*	*	*	-

* NB Respondents were asked to select five or six issues (from a longer list) which should have the highest priority for addressing over the next few years in 2001

Q27 I'm now going to read out a list of possible transport policies for central and local government which could tackle the adverse effects of further traffic growth and increasing congestion over the next few years.

Q27a. I want you to tell me how strongly you would support or oppose each one. Firstly...

		Total 2002						Total 2001	Total 2000
		Strongly support	Tend to support	Neither	Tend to oppose	Strongly oppose	No opinion	Support	Support
		%	%	%	%	%	%	%	%
A	Build more motorways	15	30	20	21	11	3	40	34
B	Widen existing motorways, where there is a lot of congestion	24	47	12	10	5	2	70	65
C	Build more bypasses	24	43	17	10	4	3	65	64
D	Priority lanes on motorways and trunk roads for heavy goods vehicles (HGVs)	30	39	15	8	4	3	69	N/A
E	Have lanes on motorways reserved for cars with two or more occupants	10	24	28	18	15	5	36	32
F	Park and Ride schemes introduced into more cities and towns	36	46	10	4	2	2	81	N/A
G	Traffic calming measures in residential areas	31	38	11	11	6	1	68	N/A
H	Introduce more bus priority measures, such as bus lanes and red routes	23	44	17	9	5	2	66	64
I	Increase the number and frequency of bus services	32	46	16	2	1	3	80	N/A
J	Increase the number of off-peak and night bus services	31	43	19	3	1	3	72	N/A
K	New tram systems in major towns and cities	29	35	20	5	5	6	67	59
L	Increase the number and frequency of train services	25	45	19	2	1	7	70	N/A
M	Provide free off-peak local travel on buses for pensioners and disabled people	58	31	7	2	1	1	90	N/A
N	Establish stronger public control of the railways	39	33	17	3	2	6	70	N/A
O	Banning daytime deliveries to shops	14	21	27	20	14	4	N/A	N/A
P	Maintain roads better	59	34	5	*	*	1	N/A	92

Q27b. Considering all these possible transport policies, which three or four do you feel would have most impact on improving our transport system? Just read out the letter or letters that apply.

Q27c. And from the policies you have selected, which one do you feel would have the greatest impact on improving our transport system?

Base: All answering question	Q27b (1,439)	Q27c (1,423)
	%	%
Park and Ride schemes introduced into more cities and towns	40	12
Maintain roads better	33	12
Widen existing motorways, where there is a lot of congestion	32	11
Increase the number and frequency of bus services	28	8
Build more bypasses	27	9
Traffic calming measures in residential areas	23	5
Priority lanes on motorways and trunk roads for heavy goods vehicles (HGVs)	21	5
New tram systems in major towns and cities	21	7
Provide free off-peak local travel on buses for pensioners and disabled people	21	3
Introduce more bus priority measures, such as bus lanes and red routes	18	5
Build more motorways	17	7
Increase the number and frequency of train services	16	6
Increase the number of off-peak and night bus services	15	2
Establish stronger public control of the railways	12	4
Banning daytime deliveries to shops	8	1
Have lanes on motorways reserved for cars with two or more occupants	7	1
None of these	1	2

Q28. People pay higher prices at peak times to use services like telephones and trains.

Suppose in the future the same idea was used for paying for road use with the aim of significantly reducing congestion.

So, there would be a charge for driving on congested roads at peak times, and no charge for driving off-peak.

Overall, how strongly do you support or oppose this new suggestion?

		%
01	Strongly support	8
02	Tend to support	21
03	Neither support or oppose	13
04	Tend to oppose	20
05	Strongly oppose	34
	Don't know	4

Q29. I now want you to tell me how strongly you would support or oppose the above congestion charging suggestion if ...

		Strongly Support	Tend to support	Neither	Tend to oppose	Strongly Oppose	Don't know
		%	%	%	%	%	%
a	All revenues raised would be returned to the road user through cheaper petrol	20	34	17	13	12	4
b	All revenues raised would be returned to the road user through lower road tax	20	36	16	12	11	4
c	All revenues raised would be used to improve public transport	24	34	15	13	10	3

Q30a. From this card, approximately how often do you travel by car into your nearest city or town centre when it is congested?

Q30b. And, approximately how often do you travel by car on sections of motorways you consider congested?

	City/town centre Base: All who travel by car (answering question) (1,496)	Motorway Base: All who travel by car (answering question) (1,481)
	%	%
Once or more a week	37	16
1-3 times a month	17	18
6-11 times a year	6	13
Less often	11	24
Never	27	27
Don't know	2	3

- Q31. **If a congestion charging scheme was introduced in your nearest city/town centre, charging £5/£10 to enter the city/town centre on weekdays between 7 am and 6 pm, how do you think it would affect your driving into the area when the scheme operates? Please read out the number that applies.**

	£5 CC scheme	£10 CC scheme
	Base: All who travel by car into their congested city or town centre (485) %	Base: All who travel by car into their congested city or town centre (513) %
I would change all of the journeys where I currently travel by car	25	33
I would change most of the journeys where I currently travel by car	19	17
I would change some of the journeys where I currently travel by car	20	18
It would not make any difference to the journeys where I currently travel by car	28	22
Pay the charge and if congestion was reduced, I would travel into the city/town centre by car more	3	2
Don't know	3	5

- Q32. **You say that you would change [all/most/some] of the journeys you currently make by car into a congested city/town centre. Which, if any, of these would you do instead? Just read out the numbers that apply.**

		Base: All who would reduce at least some journeys by car (651) %
01	Not make the journeys at all	16
02	Change the time at which you made the journeys to avoid paying the congestion charge	26
03	Travel for some of the journeys by bus	27
04	Travel for some of the journeys by train	13
05	Walk/cycle for some of the journeys	15
06	Change destination to avoid congestion charge	17
07	Park outside congestion charging zone	20
	Don't know	2

Q33a. **Do you, or anyone else in your household, have a physical disability or long standing health problem that makes it difficult for you to go out on foot?**

Q33b. **And do you, or anyone else in your household, have a physical disability or long standing health problem that makes it difficult for you to use buses or trains?**

	Q33a Difficulty on Foot	Q33b Difficulty on buses/trains
	%	%
Yes, respondent	12	8
Yes, other household member	9	6
No, no-one in household	80	85

Q34. **From this card, can you tell me how would you describe the composition of your household? Please read out the number that applies.**

	Total 2002 %	Total 2001 %	Total 2000 %
Single adult under 60 years	9	8	9
Single adult over 60 years	9	9	9
Two adults both under 60 years	18	18	17
Two or more adults - one only aged over 60 years	6	5	5
Two adults - both over 60	11	11	10
Three adults all over 16 years	10	11	10
1-parent family, with child/ren, at least one under 16 yrs	6	5	5
2-parent family, with child/ren, at least one under 16 years	28	27	30
Other (WRITE IN AND CODE '9')	3	4	4