



APPROVED BY:	Executive		Field		Computing		DATE APPROVED:	
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**CAMBRIDGESHIRE COUNTY COUNCIL**  
**ATTITUDES TOWARDS CONGESTION**  
**AB20269IH**  
**FINAL**

<b>OFFICE USE</b> Serial Number
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NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

POSTCODE \_\_\_\_\_

TELEPHONE \_\_\_\_\_

INTERVIEWER ID NUMBER

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QUESTIONNAIRE NUMBER

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Good morning/afternoon/evening. My name is \_\_\_\_\_ from **mruk** research limited. We have been commissioned by Cambridgeshire County Council to carry out a survey with residents in Cambridgeshire and the surrounding areas.

Due to a large growth in the number of houses and residents in Cambridgeshire, Cambridgeshire County Council is currently planning future transport strategies particularly looking at ways to reduce congestion in the area. The Council is currently seeking residents views on congestion in the area and what you think needs to happen to reduce congestion. The survey aims to find out about your attitudes towards congestion and the improvements you would like to see to transport in the area. This is your opportunity to help inform future transport plans. You have been selected at random for this survey. I wonder if I could ask you some questions? It should take approximately 10 minutes and all the answers you give will be kept completely confidential.

This interview has been conducted within the Code of Conduct of the Market Research Society.

INTERVIEWER SIGN \_\_\_\_\_

INTERVIEWER PRINT \_\_\_\_\_

DATE OF INTERVIEW \_\_\_\_\_

\_\_\_\_\_

	(26)	(27)	(28)	(29)
Ref No:				

**CAMBRIDGESHIRE COUNTY COUNCIL**  
**ATTITUDES TOWARDS CONGESTION**  
**AB20269IH**

<b>OFFICE USE</b> Serial Number	(1)	(2)	(3)	(4)

**DO NOT FILL IN  
 RESPONDENT DETAILS ON  
 THIS PAGE**

**FILL IN ALL OTHER INFO**

**THANKS**

	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
JOB NUMBER	A	B	2	0	2	6	9	I	H

	(14)	(15)	(16)	(17)
INTERVIEWER ID NUMBER				

QUESTIONNAIRE NUMBER			

	(18)	(19)	(20)	(21)
START TIME				

	(22)	(23)	(24)	(25)
FINISH TIME				

**Please code the reference code from the address label:**

This interview has been conducted within the Code of Conduct of the Market Research Society.

INTERVIEWER SIGN \_\_\_\_\_

INTERVIEWER PRINT \_\_\_\_\_

DATE OF INTERVIEW \_\_\_\_\_

EDITED BY \_\_\_\_\_ (30) (31) CODED BY \_\_\_\_\_ (32) (33)  
 DATE \_\_\_\_\_ DATE \_\_\_\_\_

Q1a	Have you completed an on-line survey on the Cambridgeshire County Council website about attitudes towards congestion or taken part in a survey about attitudes towards congestion with an <b>mruc</b> research interviewer at a County Council road show?	(34)	<b>ROUTE</b>
	Yes	1	END INTERVIEW
	No	2	Q1

Q1 INTERVIEWER: PLEASE CODE DISTRICT (35) **ROUTE**

Cambridge City	1	Q2
East Cambridgeshire	2	
Fenland	3	
Huntingdonshire	4	
South Cambridgeshire	5	
Outside of County	6	

## SECTION 1: TRAVEL PATTERNS

Q2	How far do you live from Cambridge?	(36)	<b>ROUTE</b>
	I live in Cambridge	1	
	Less than 1 mile	2	Q3
	1 – 5 miles	3	
	6 – 10 miles	4	
	11-19 miles	5	
	Over 20 miles	6	
	Don't know	7	

Q3 **SHOWCARD 1** What is your **main** method of travel in Cambridge? (37) (38) **ROUTE**

Car/van - driver	0	1	Q4
Car/van - passenger	0	2	
Motorbike/Moped/Scooter	0	3	
Taxi/Minicab	0	4	
Bicycle	0	5	
Bus (including coach, private bus)	0	6	
Park and Ride	0	7	
Train	0	8	
Walk	0	9	
Other (Please specify)			
Do not travel into Cambridge	9	9	END INTERVIEW

Q4	<b>SHOWCARD 2</b> How often do you usually travel in Cambridge?	(39)	<b>ROUTE</b>
	Every day (Seven days a week)	1	Q5
	Five days a week (Monday – Friday)	2	
	More than twice a week, but not everyday	3	
	Once or twice a week	4	
	Once or twice a month	5	
	Once or twice a year	6	
	Less than once a year	7	
Q5	<b>SHOWCARD 3</b> What is your main reason for travelling in Cambridge?	(40) (41)	<b>ROUTE</b>
	Work	0 1	Q6
	School/College	0 2	
	To visit friends and family	0 3	
	To go shopping	0 4	
	Leisure activities	0 5	
	Other (please specify)		
<hr/>			
Q6	<b>SHOWCARD 4</b> And at what time of the day do you usually travel in Cambridge?	(42)	<b>ROUTE</b>
	Between midnight and 6.29am	1	Q7
	Between 6.30am – 9.29am	2	
	Between 9.30am – 3.29pm	3	
	Between 3.30pm – 6.59pm	4	
	Between 7pm – 11.59pm	5	
	It varies	6	
	Don't know	7	
Q7	<b>SHOWCARD 5</b> Overall, how satisfied or dissatisfied are you with the public transport available in your local area?	(43)	<b>ROUTE</b>
	Very satisfied	1	Q8
	Fairly satisfied	2	
	Neither satisfied nor dissatisfied	3	
	Fairly dissatisfied	4	
	Very dissatisfied	5	
	Don't know	6	

**SECTION 2: ATTITUDES TOWARDS CONGESTION**

Q8 I'd like you to think about the amount of traffic on the roads in and around Cambridge and the level of congestion.  
How serious a problem do you think congestion is in and around Cambridge? Is it...?  
**INTERVIEWER: READ OUT** (44) **ROUTE**

Very serious	1	Q9
Serious	2	
Not very serious	3	
Or not at all serious	4	
Don't know	5	

Q9 Over the last 12 months, do you think congestion in and around Cambridge has got better, worse or stayed the same? (45) **ROUTE**

Better	1	Q10
Worse	2	
Stayed the same	3	
Don't know	4	

Q10 What do you think causes congestion in Cambridge?  
**INTERVIEWER: CODE ALL THAT APPLY. DO NOT PROMPT** **ROUTE**

Sheer number of vehicles on the road	1	(46)	Q11
People driving to work	1	(47)	
People driving to the shops	1	(48)	
Road works/utility works	1	(49)	
Accidents	1	(50)	
Bad/Illegal Parking	1	(51)	
Bus Lanes	1	(52)	
Buses stopping at bus stops	1	(53)	
Lorries or vans unloading	1	(54)	
People driving children to school	1	(55)	
Other (please specify)	(56)	(57)	
Don't know	1	(58)	

Q11 **SHOWCARD 6** What do you think should be done to reduce congestion in Cambridge?

**INTERVIEWER: CODE ALL THAT APPLY.**

**ROUTE**

A	More frequent public transport	1	(59)
B	More/better routes on public transport	1	(60)
C	More reliable public transport	1	(61)
D	Cheaper fares on public transport	1	(62)
E	Build more roads	1	(63)
F	Widen current roads	1	(64)
G	Better facilities for cycling	1	(65)
H	Better facilities for walking	1	(66)
I	Schemes to encourage people to car share	1	(67)
J	Schemes to encourage people to use their car less	1	(68)
K	Congestion charging	1	(69)
L	Ban some cars from entering or parking in parts of Cambridge	1	(70)
M	Other (please specify) _____	(71)	(72)
N	Nothing – I do not think it is a problem	1	(73)
	Don't know	1	(74)

Q12

Q12 **SHOWCARD 7** Who do you think is responsible for reducing congestion?

**INTERVIEWER: CODE ALL THAT APPLY.**

**ROUTE**

Central Government	1	(75)
Local Government	1	(76)
Highways Agency	1	(77)
Public transport operators	1	(78)
Town Planners	1	(79)
Motorists	1	(80)
Employers	1	(81)
We are all responsible	1	(82)
Other (please specify) _____	(83)	(84)
Don't know	1	(85)

Q13

Q13 **SHOWCARD 8** Can you please say how strongly you agree or disagree with the following statements?

**INTERVIEWER: READ OUT EACH STATEMENT.**

**ROUTE**

		STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	DON'T KNOW /NA	Q14
<b>A</b>	Residents in Cambridgeshire need to change their travel behaviour to help ease congestion in Cambridge	1	2	3	4	5	6	(86)
<b>B</b>	I am worried about the effect of congestion on the environment	1	2	3	4	5	6	(87)
<b>C</b>	I limit the amount of journeys I make by car because of the effect car travel has on the environment	1	2	3	4	5	6	(88)
<b>D</b>	People should be allowed to use their cars as much as they like, even if it causes damage to the environment	1	2	3	4	5	6	(89)
<b>E</b>	I could be persuaded to reduce my car use if it helped ease congestion in Cambridge	1	2	3	4	5	6	(90)
<b>F</b>	I could be persuaded to reduce my car use if I was sure it would help reduce climate change	1	2	3	4	5	6	(91)
<b>G</b>	I would use my car less if there were suitable alternative ways to travel	1	2	3	4	5	6	(92)

Q14 **SHOWCARD 9** What would encourage you to use your car less?

**INTERVIEWER: CODE ALL THAT APPLY.**

**ROUTE**

<b>A</b>	More frequent public transport	1	(93)
<b>B</b>	More routes on public transport	1	(94)
<b>C</b>	More reliable public transport	1	(95)
<b>D</b>	Cheaper fares on public transport	1	(96)
<b>E</b>	Bus stops near my home	1	(97)
<b>F</b>	Bus stops near my destination	1	(98)
<b>G</b>	Improved cycle facilities	1	(99)
<b>H</b>	Improved facilities for pedestrians	1	(100)
<b>I</b>	Increased petrol prices	1	(101)
<b>J</b>	Congestion charging	1	(102)
<b>K</b>	Car sharing schemes	1	(103)
<b>L</b>	Other (please specify) _____	(104)	(105)
<b>M</b>	Nothing – I do not own or drive a car	1	(106)
	Nothing would encourage me to use my car less	1	(107)
	Don't know	1	(108)

Q15

### SECTION 3: PARK AND RIDE

Q15 The Park and Ride Scheme currently operates between 7am and 8pm.

Would you like to see the opening hours of the Park and Ride extended?

**INTERVIEWER: PROBE AS NECESSARY AND CODE ALL THAT APPLY**

Yes – open earlier in the morning	1	(109)
Yes – open later at night	1	(110)
No	1	(111)
Don't know	1	(112)

**ROUTE**

Q16

Q16 Buses run every ten minutes from the Park and Ride into Cambridge.

And do you think the frequency of service is....?

**INTERVIEWER: READ OUT**

(113)

**ROUTE**

About right	1
Not frequent enough	2
Or too frequent	3
Don't know	4

Q17

### SECTION 4: BUS SERVICES

Q17 **SHOWCARD 10** What three improvements would be most important in encouraging more use of the local bus service in Cambridgeshire?

**INTERVIEWER: CODE UP TO THREE.**

**ROUTE**

A	More frequent bus services	1	(114)	Q18
B	Increased number of bus routes	1	(115)	
C	Different bus routes	1	(116)	
D	More reliable and punctual buses	1	(117)	
E	Faster journey times	1	(118)	
F	More bus lanes	1	(119)	
G	Segregated routes for buses	1	(120)	
H	Real time bus information	1	(121)	
I	Cleaner buses	1	(122)	
J	Less crowded buses	1	(123)	
K	Improved safety on buses	1	(124)	
L	Improved safety at bus stops/stations	1	(125)	
M	Bus stop near my home	1	(126)	
N	Bus stop near my destination	1	(127)	
O	Cheaper bus fares	1	(128)	
P	Other (please specify)	(129)	(130)	
	Nothing would improve the bus service	1	(131)	Q19
	Don't know	1	(132)	



Q18	<b>SHOWCARD 11</b> And if these improvements were made, how likely is it that you would travel by bus into Cambridge?	(133)	<b>ROUTE</b>
	Very likely	1	Q19
	Fairly likely	2	
	Not very likely	3	
	Not at all likely	4	
	Don't know	5	

**SECTION 5: CYCLING IN CAMBRIDGE**

Q19 **SHOWCARD 12** What three improvements would be most important in encouraging cycling in Cambridge?  
**INTERVIEWER: CODE UP TO THREE.** **ROUTE**

A	Improved cycle lanes	1	(134)	Q20
B	More cycle tracks away from busy roads	1	(135)	
C	More/better secure cycle parking facilities	1	(136)	
D	Improved road surfaces	1	(137)	
E	Cycle training provision	1	(138)	
F	Less traffic on the road	1	(139)	
G	Slower traffic on the road	1	(140)	
H	Improved safety	1	(141)	
I	More information on cycling routes and facilities	1	(142)	
J	Other (please specify)	(143)	(144)	
K	Nothing would encourage me to cycle	1	(145)	
	Unable to cycle due to health problems	1	(146)	
	Don't know	1	(147)	

Q20 **SHOWCARD 13** Can you please say how strongly you agree or disagree with the following statements?  
**INTERVIEWER: READ OUT EACH STATEMENT.** **ROUTE**

		STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	
<b>A</b>	Everyone should be encouraged to cycle more of their short journeys to ease congestion.	1	2	3	4	5	6	(148)
<b>B</b>	More money should be spent on improving facilities for cyclists in Cambridge even if this means spending less on improvements for car users.	1	2	3	4	5	6	(149)

**SECTION 6: WALKING IN CAMBRIDGE**

**Q21 SHOWCARD 14** What three improvements would be most important in encouraging walking of short distance journeys?  
**INTERVIEWER: CODE UP TO THREE.**

**ROUTE**

A	More pavements away from road	1	(150)
B	Improved condition of pavements	1	(151)
C	More direct walking routes	1	(152)
D	Less traffic on the roads	1	(153)
E	Slower traffic	1	(154)
F	More road crossings	1	(155)
G	Improved safety	1	(156)
H	Improved CCTV	1	(157)
I	Improve lighting	1	(158)
J	More information on routes	1	(159)
K	Other (please specify)	(160)	(161)
	Nothing would encourage me to walk	1	(162)
	Unable to walk due to health problems	1	(163)
	Don't know	1	(164)

Q22

**Q22 SHOWCARD 15** Can you please say how strongly you agree or disagree with the following statements?  
**INTERVIEWER: READ OUT EACH STATEMENT.**

**ROUTE**

		STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	
<b>A</b>	Everyone should be encouraged to walk more of their short journeys to ease congestion.	1	2	3	4	5	6	(165)
<b>B</b>	More money should be spent on improving facilities for pedestrians in Cambridge even if this means spending less on improvements for car users.	1	2	3	4	5	6	(166)

Q23

## SECTION 7: CONGESTION CHARGING

**INTERVIEWER – READ OUT:** Travel experts have indicated that building new roads and improving public transport cannot on their own deal with congestion. They suggest there is a need to look at charging for local road use which can encourage people to change their travel behaviour and use their cars less. No decisions have been made about congestion charging in Cambridge but we would like to ask your views on this matter.

**Q23 SHOWCARD 16** If a congestion charge was introduced in Cambridge between 7.30am–9.30am, Monday to Friday, how would it affect you?

**INTERVIEWER: CODE ALL THAT APPLY. PROBE FULLY**

**ROUTE**

A	It would not affect me, I don't drive	1	(167)	Q24
B	It would inconvenience me	1	(168)	
C	It would cost me more	1	(169)	
D	I would carry on as before	1	(170)	
E	I wouldn't be able to change	1	(171)	
F	It would improve my journeys	1	(172)	
G	I would change my method of travel	1	(173)	
H	I would change the times I drive	1	(174)	
I	I would change the amount I drive	1	(175)	
J	I would change the routes I drive	1	(176)	
K	Other (please specify)	(177)	(178)	
	Don't know	1	(179)	

**Q24 SHOWCARD 17** How much effect do you think charging motorists £3 to drive in Cambridge during the morning peak times would have on reducing congestion?

(180)

**ROUTE**

A great deal of effect  
Some effect  
Hardly any effect  
No effect at all  
Don't know

1  
2  
3  
4  
5

Q25

**Q25 SHOWCARD 17** How much effect do you think charging motorists £5 to drive in Cambridge during the morning peak times would have on reducing congestion?

(181)

**ROUTE**

A great deal of effect  
Some effect  
Hardly any effect  
No effect at all  
Don't know

1  
2  
3  
4  
5

Q26

**Q26 SHOWCARD 18** If a congestion charge was introduced, when do you think it should apply?

**INTERVIEWER: CODE ALL THAT APPLY**

**ROUTE**

A	6am – 9am	1	(182)	Q27
B	6am – 10am	1	(183)	
C	7am – 9am	1	(184)	
D	7am – 10am	1	(185)	
E	7.30am – 9.30am	1	(186)	
F	7.30am – 10.30am	1	(187)	
G	3.30pm – 5.30pm	1	(188)	
H	3.30pm – 6pm	1	(189)	
I	4pm – 6pm	1	(190)	
J	4pm – 7pm	1	(191)	
K	24 hours a day (Monday – Friday)	1	(192)	
L	At Weekends	1	(193)	
M	24 hours a day, 7 days a week	1	(194)	
N	I don't think it should apply	1	(195)	
	Don't know	1	(196)	

**Q27** Do you think everyone should pay the same amount for a congestion charge that operates between 7.30am and 9.30am, Monday to Fridays?

(197)

**ROUTE**

Yes	1	Q29
No	2	Q28
Don't know	3	Q29

**Q28** Who should pay less?

**INTERVIEWER: CODE ALL THAT APPLY. DO NOT PROMPT**

**ROUTE**

People with disabilities	1	(198)	Q29
People who drive environmentally friendly cars	1	(199)	
Cars with more than one person in them	1	(200)	
People driving out of Cambridge	1	(201)	
People who live in Cambridge	1	(202)	
People who live outside of Cambridge	1	(203)	
Other (please specify)	(204)	(205)	
Don't know	1	(206)	

Q29 **SHOWCARD 19** What do you think the money raised by congestion charging should be spent on?

**INTERVIEWER: CODE ALL THAT APPLY**

**ROUTE**

Improving bus services in Cambridgeshire	1	(207)
Subsidising bus fares	1	(208)
Improving rail services	1	(209)
Improving facilities for cyclists	1	(210)
Improving facilities for pedestrians	1	(211)
Improving roads in Cambridgeshire	1	(212)
Increasing road capacity	1	(213)
Improving parking facilities	1	(214)
Other (please specify)	(215)	(216)
Don't know	1	(217)

Q30

Q30 **SHOWCARD 20** To what extent do you support or oppose the principle of congestion charging?

(218)

**ROUTE**

Strongly support	1	Q31
Tend to support	2	
Neither support nor oppose	3	
Tend to oppose	4	
Strongly oppose	5	
Don't know	6	

Q31 **SHOWCARD 21** And to what extent would you support or oppose congestion charging in Cambridge...?

**INTERVIEWER: READ OUT EACH STATEMENT.**

**ROUTE**

		STRONGLY SUPPORT	TEND TO SUPPORT	NEITHER	TEND TO OPPOSE	STRONGLY OPPOSE	DON'T KNOW	Q32
<b>A</b>	<u>If all revenues raised</u> were spent on improving transport in Cambridgeshire	1	2	3	4	5	6	(219)
<b>B</b>	If the congestion charge <u>was</u> only introduced between 7.30-9.30 am, Monday to Friday	1	2	3	4	5	6	(220)
<b>C</b>	If attractive alternatives were in place for traveling in Cambridge	1	2	3	4	5	6	(221)

**SECTION 8: ANY OTHER COMMENTS**

Q32 Do you have any further comments on how congestion in Cambridge could be tackled?

**INTERVIEWER: PLEASE RECORD VERBATIM**

**ROUTE**

	(222)	(223)	Q33
	(224)	(225)	
	(226)	(227)	
No further comments	9	7	

**SECTION 9: RESPONDENT INFORMATION**

Q33 Are you...?

(228)

**ROUTE**

Male

1

Q34

Female

2

Q34 What was your age on your last birthday?

**INTERVIEWER: CODE '1' FOR REFUSED**

**ROUTE**

**WRITE IN NUMBER:**

(229)	(230)
<input type="text"/>	<input type="text"/>

Q35

Q35 Do you have a long-standing illness, disability or infirmity? 'Long-standing' means anything that has troubled them over a period of time or that is likely to affect them over a period of time.

(231)

**ROUTE**

Yes

1

Q36

No

2

Q36 **SHOWCARD 22** To which of these groups do you consider you belong? (232) (233)

**ROUTE**

WHITE	British	0	1
	Irish	0	2
	Any other White background	0	3
MIXED	White & Black Caribbean	0	4
	White & Black African	0	5
	White & Asian	0	6
	Any other mixed background	0	7
ASIAN OR ASIAN BRITISH	Indian	0	8
	Pakistani	0	9
	Bangladeshi	1	0
	Any other Asian background	1	1
BLACK OR BLACK BRITISH	Caribbean	1	2
	African	1	3
	Any other Black background	1	4
CHINESE OR OTHER ETHNIC GROUP	Chinese	1	5
	Other	1	6
REFUSED		1	7

Q37

Q37 Cambridgeshire County Council would like to feedback the results of the survey to respondents. Would you like the Council to provide you with feed back from the survey? This will mean passing your name, address and email to Cambridgeshire County Council only for the purpose of contacting you about the results of the survey.

**Please select one answer**

(234)

**ROUTE**

Yes

1

INT INSTRUCTION

No

2

END

INTERVIEWER: IF RESPONDENT ANSWERED YES AT Q37, PLEASE FILL IN THE DECLARATION FORM AT END OF QUESTIONNAIRE.

**THANK RESPONDENT AND CLOSE**

## RESPONDENT DECLARATION FORM

1. I would like to receive information on the results of the survey from Cambridgeshire County Council?

(Respondent answered 'Yes' at Q37)

Yes / No (*Delete as appropriate*)

If yes at Q1, please ask the resident to write their name and address below. It will be kept separate from this questionnaire so that responses remain confidential.

TITLE:  INITIALS:  SURNAME:

ADDRESS:

  
  

POSTCODE:

TELEPHONE:

I agree that **mrug** research can pass my name, address and telephone number to Cambridgeshire County Council only for the purpose of contacting me further about the results of the survey. The information provided on this reply slip will be kept completely separate from your survey questionnaire, which will not be shown to Cambridgeshire County Council under any circumstances.

SIGNED BY RESPONDENT: \_\_\_\_\_ DATE: \_\_\_\_\_

**THANK RESPONDENT AND END INTERVIEW**