

Local Transport Plan Survey 2025: Full Results

Introduction

Bedford Borough Council conducted an online survey of residents on matters relating to travel and transport, from June 10th to August 31st 2025. It was publicised via the Council's website, email newsletters and social media channels. Written copies were available for completion on request.

The results are presented below, with notes on methodology and related matters where appropriate.

A total of 257 individuals responded to the survey. We would like to express our thanks to everyone who took the time to respond. The data provides a rich and wide-ranging insight into travel and transport in Bedford Borough, which we will make use of throughout the development of our new Local Transport Plan.

Except where specified, results tables show a column with the raw number of respondents, and a second column expressing the same figure as a percentage of respondents for that question.

1. Which of the below do you have, or have access to? (please select all that apply)

		%
Petrol or diesel car	201	79
Bicycle (or tricycle or similar non-powered cycle)	131	51
Hybrid car	46	18
Electric car	31	12
Other	14	5
None of the above	13	5
Motorbike/moped	11	4
E-bike	10	4
Van	8	3
Powered mobility aid (such as electric wheelchair) or similar	3	1
Electric motorbike/moped	0	0
Minibus	0	0

2. How important to you is travel and transport in Bedford Borough?

		%
It's very important to me	178	69
It's quite important to me	73	28
It's not really important to me	3	1
It's not important at all to me	3	1

3. How much does it matter to your everyday experience of life here?

		%
It's very important to me	0	0
It's quite important to me	73	90
It's not really important to me	6	7
It's not important to me at all	2	2

Note: the much lower response rate to this question compared to question 2 suggests a methodological problem: the similarity in wording between the two may have meant that the distinction between the two concepts being investigated was not made clear enough for respondents.

Questions about how respondents travel

These questions explored how much respondents used different modes of transport, partly to understand the mix of transport use in Bedford, and partly to provide ways to analyse later questions in the survey by different types of transport.

4. How often do you walk to a destination?

		%
Most days or every day	105	44
Once or twice a week	64	27
A few times a month	44	18
Less than once a month	28	12
Rarely	0	0
Never	0	0

- Total respondents: 241

5. How often do you cycle to a destination?

		%
Most days or every day	31	23
Once or twice a week	29	21
A few times a month	27	20
Less than once a month	48	36
Rarely	0	0
Never	0	0

- Total respondents: 135

Note: this question attracted a lower response rate than others, for reasons that are not clear. Possibly many of the respondents who do not have access to a bike skipped it; if so, provision of an 'N/A' option might have seemed appropriate to some respondents, rather than the 'never' option that was provided.

6. How often do you travel by bus?

		%
Most days or every day	18	11
Once or twice a week	18	11
A few times a month	28	18
Less than once a month	93	59
Rarely		0
Never		0

- Total respondents: 157

7. How often do you travel by train?

		%
Most days or every day	9	4
Once or twice a week	20	9
A few times a month	57	26
Less than once a month	133	61
Never	0	0

- Total respondents: 219

8. How often do you travel by car, van, motorbike, moped or by other private vehicle?

		%
Most days or every day	159	65
Once or twice a week	64	26
A few times a month	14	6
Less than once a month	7	3
Never	0	0

- Total respondents: 244

9. If you normally work, please tell us how you normally travel

		%
Private vehicle, as driver	95	47
I normally work from home	39	19
Walk	17	8
Cycle	15	7
Bus	14	7
Train	13	6
Other	4	2
Private vehicle, as passenger	3	1
Wheeling*	1	0
I am a professional driver	1	0
Taxi or similar	0	0

* This means using a wheeled vehicle legally on the pavement (such as a push scooter, mobility scooter, wheelchair)

- Total respondents: 202

10. If you are in full-time education, please tell us how you normally travel

		%
Private vehicle, as driver	2	1
Walk	1	0
Cycle	2	1
Bus	3	1
Train	2	1
Other		0
Private vehicle, as passenger	2	1
Wheeling	0	0
I normally do this from home	1	0
Taxi or similar	1	0
I am not in education	243	95

- Total respondents 257

11. Please tell us how you normally travel to leisure activities

		%
Private vehicle, as driver	183	72
Walk	120	47
Cycle	68	27
Private vehicle, as passenger	67	26
Train	59	23
Bus	51	20
Taxi or similar	21	8
I don't normally travel to leisure activities	11	4
Other	6	2
Wheeling	2	1

- Total respondents 255

12. Please tell us how you normally travel to do a big shop

		%
Private vehicle, as driver	170	71
I normally do this from home	26	11
Private vehicle, as passenger	22	9
Walk	6	3
Bus	6	3
Cycle	4	2
Other	4	2
Taxi or similar	2	1
Train	0	0
Wheeling	0	0

- Total respondents 240

13. Please tell us how you normally travel to do a small shop

		%
Walk	100	41
Private vehicle, as driver	98	40
Cycle	22	9
Bus	13	5
Private vehicle, as passenger	7	3
I normally do this from home	5	2
Other	1	0
Train	0	0
Taxi or similar	0	0
Wheeling	0	0

- Total respondents: 246

14. Please tell us how you normally travel to get to a doctor's surgery / local care or treatment venue / local medical facility (not hospital)

		%
Private vehicle, as driver	130	52
Walk	78	31
Cycle	20	8
Bus	12	5
Private vehicle, as passenger	6	2
Taxi or similar	2	1
I normally do this from home	0	0
Other	0	0
Train	0	0
Wheeling	0	0

- Total respondents: 248

15. Please tell us how you normally travel to worship or community centres

		%
Private vehicle, as driver	47	45
Walk	33	32
Cycle	9	9
Private vehicle, as passenger	7	7
Bus	4	4
Taxi or similar	2	2
I normally do this from home	2	2
Other	0	0
Train	0	0
Wheeling	0	0

- Total respondents: 104

Note on matters relating to horses – discussion of issues raised, and absence from survey questions

Some respondents commented negatively on the absence of horses in the list of modes of transport given in the above questions, and elsewhere in the survey.

The questionnaire design anticipated that there would be too few equestrian respondents to provide a useful sub-sample to break down other questions by. The number of respondents who mentioned horses in their free text responses suggests this assessment was valid in methodological terms.

However, the survey could have done more to make clear that free text responses would be used to develop a qualitative picture of views on less commonly used modes, which has indeed been done in respect of horses.

Equestrian respondents provided some positive comments about the availability of good bridleways in Bedford Borough. However, this does not appear to amount to a network that horse riders feel is coherent or adequate: there were frequent complaints about an overall lack of provision for horse riders.

Safety concerns on fast roads were also a repeated theme in comments: respondents called for more signage and better driver awareness; they felt that gaps in bridleway provision left them with no choice other than to use national speed limit roads; and they recounted feeling alarmed at dangerous and inconsiderate behaviour by car drivers.

Horse riders overall articulated a feeling of exclusion: they perceived a policy focus on other non-motorised road users, particularly pedestrians and cyclists; they also raised a suggestion of sexist discrimination, on the grounds that equestrians are more likely to be women.

As with the views of users of other modes captured in the qualitative and quantitative response, these views will be utilised during the development of the new LTP over the coming years.

Greater efforts will be made in future surveys to explain the methodological reasons for questions being asked in a particular way, to reassure respondents who might otherwise feel left out or overlooked.

16. If you wish, you can give some more detail on how travelling to different destinations could be improved for you.

Where free text boxes were provided for respondents to give more details about their views, all comments have been read and categorised by the themes raised in them. In results tables for these questions, each issue is counted individually: many comments raised multiple issues, so the instances of issues raised number more than the total of respondents.

Theme	
Buses don't run when they're needed - comments on frequency and timing	34
Buses don't run where they're needed - comments on routes and stop locations	30
Appetite to use non-car options if they were available	29
Car dependency – negative comments / examples of economic and social impacts	21
Cycle routes and infrastructure - negative comments / desire for improved provision	20
Traffic rules should be better enforced	15
Congestion / traffic levels – negative comments	13
Safety concerns when walking	13
Road maintenance should be improved	12
Safety concerns when cycling	12
Buses - reliability (negative comments)	10
Issues relating to horses	10
Integration should be improved between rail, bus and other modes	8
Cars and motorists should be prioritised over other modes and road users	8
E-scooters and e-bikes, including use by delivery riders - negative comments	7
Cycle storage / security - negative comments / desire for improved provision	7
Bus information - negative comments / desire for improved provision	7
Footpaths – negative comments / desire for improved provision	6
Disabled people - examples of problems caused by transport inadequacies	5
Comments on policy decisions taken by national government	5
Pedestrians and/or cyclists should be prioritised over other modes and road users	4
Bus fares / ticketing - negative comments	3
Trains - cost (negative comments)	3
Cars blocking pavements	3
East West Rail – positive comments / desire to see it delivered	3
East West Rail – negative comments / concerns about impact	3

Other issues raised by one or two people:

- Bus station - negative comments / desire for improvement
- Bus stops - negative comments
- Buses - positive comments
- Buses are under-utilised
- Congestion related to school drop-off / pick-up
- Cyclist behaviour / riding standards – negative comments

- E-scooters and e-bikes – positive comments / desire for availability as a legal option
- EV charging - bay blocking
- Free parking - positive comments
- More benches / seating desired along walking routes
- Parking generally – negative comment / desire for improved provision
- Pedestrianisation – positive comments / desire for more deployment
- Road safety should be improved
- Street lighting – negative comments / desire for improvement
- Trains - connections / destinations / accessibility (negative comments / desire for improved provision)
- Trains - reliability (negative comments)
- Travel information – desire for improved provision
- Universal – concerns about impact

17. Which (if any) of the following do you feel are a problem in the town or village that you live in?

		%
Poor public transport (bus/train) provision	131	55
Maintenance of roads	127	54
Speeding traffic	102	43
Obstructive car parking	92	39
Conflict between pedestrians and road users on bikes, e-bikes or scooters	90	38
Road congestion	89	38
Maintenance of pavements	86	36
Conflict between road users in motorised vehicles and those on bikes, e-bikes or scooters	71	30
Transport infrastructure that appears run down / dirty / unwelcoming / etc.	69	29
Rat running (vehicles using residential roads instead of main roads)	68	29
Roads and pavement layouts cause problems for cyclists	62	26
Heavy goods vehicles and other freight traffic	61	26
Pollution from road traffic	57	24
Roads and pavement layouts cause problems for pedestrians	56	24
Car parking availability	49	21
Electric vehicle charging availability	48	20
Other – please specify	35	15
Maintenance of other public rights of way	32	14
Pollution from non-road transport	6	3

- Total respondents: 237

Note: free text comments suggest that the 'obstructive car parking' option may have been interpreted differently by different respondents (variously taken to mean obstruction to cyclists, pedestrians or drivers); any future survey questions will be designed more carefully to avoid confusion over this issue.

You may use this interactive map to drop a pin on a location.

Respondents' comments were analysed as part of the free text responses, as below. Where they raised current issues or problems relating to particular locations, this information was passed on to the appropriate department in the Council.

If you wish, you can give some more detail on these problems.

Cycle routes and infrastructure - negative comments / desire for improved provision	22
Road maintenance should be improved	22
Highway design – negative comment	18
Traffic rules should be better enforced	16
E-scooters and e-bikes, including use by delivery riders - negative comments	16
Driver behaviour - negative comments	16
Safety concerns when cycling	15
Congestion / traffic levels – negative comments	13
Rat running / inappropriate route selection	13
Buses don't run when they're needed - comments on frequency and timing	12
Congestion related to school drop-off / pick-up	12
Safety concerns when walking	10
Buses don't run where they're needed - comments on routes and stop locations	8
Car dependency – negative comments / examples of economic and social impacts	8
Issues relating to horses	8
Road safety should be improved	8
Speed restrictions – positive comments / desire for greater deployment	7
Freight traffic – conflict with other road users	7
Pedestrians and/or cyclists should be prioritised over other modes and road users	6
Parking – problems arising from on-street parking	6
Land use and development – concerns about transport impacts	6
Buses - reliability (negative comments)	5
Footpaths – negative comments / desire for improved provision	5
Parking in town – negative comments / desire for improved provision	5
Cars and motorists should be prioritised over other modes and road users	4
Disabled people - examples of problems caused by transport inadequacies	4
Non-car options should be prioritised	4
Survey - unable to use interface	4
Parking - inadequate provision for households	4
Cars blocking pavements	3
Road works - negative comments on specific schemes	3
Parking generally – negative comment / desire for improved provision	3
Cyclist behaviour / riding standards – negative comments	3
Cars - pollution / environmental impact	3

Traffic lights – negative comments / desire for improvement	3
Pedestrianisation or reducing lane capacity – negative comments	3
Roads - desire for widening or new construction	3

Raised by one or two people:

- Appetite to use non-car options if they were available
- Bus fares / ticketing - negative comments
- Bus information - negative comments / desire for improved provision
- Bus station - negative comments / desire for improvement
- Buses conflicting with cars
- Buses on-board experience – negative comment
- Cycle storage / security - negative comments / desire for improved provision
- Cycling in town: concern at legality / perception it is banned
- Disabled people - desire for improved provision
- East West Rail – negative comments / concerns about impact
- East West Rail – positive comments / desire to see it delivered
- E-scooters and e-bikes – positive comments / desire for availability as a legal option
- EV charging – negative comment
- Flood risk
- Free parking - negative comments
- Integration should be improved between rail, bus and other modes
- Land use and development – problems arising from low density development
- Litter
- One-way system – negative comment
- Pedestrianisation – positive comments / desire for more deployment
- Provision inadequate for larger / modern cars
- Road works in general - negative comments
- Street lighting – negative comments / desire for improvement
- Trains - connections / destinations / accessibility (negative comments / desire for improved provision)
- Trains - cost (negative comments)
- Trains - reliability (negative comments)
- Universal – concerns about impact

18. What do you feel are the most important things that we should be trying to achieve by improving transport and travel in Bedford Borough?

Note: respondents were asked to mark their top priority issue as 1, next priority as 2 and third priority as 3.

Each item has been given a score based on respondents' selections: 3 points for a top priority selection, 2 points for second and 1 point for third. Total respondents for this question were 234, so the nominal maximum possible score was 702.

The table below shows the points scored for each priority option, not the number of respondents who selected it.

The online platform that hosted the survey did not display this and the subsequent question correctly to a small number of users of certain Android devices. This fell below the standard of functionality we had expected from the platform, and will be kept in mind for any future surveys. However, the high response rate and relatively small number of respondents who commented on the problem suggests the effect on the data gathered was minor at most.

	1st	2nd	3rd	TOTAL
Improving people's safety	216	64	37	317
Improving what it's like to live and work in a place, including social and cultural opportunities	156	100	58	314
Improving access to jobs and other economic or business opportunities	123	82	32	237
Improving people's health and wellbeing	72	106	32	210
Improving the environment locally, for example improving air quality	69	48	30	147
Improving the environment more broadly, for example slowing climate change	66	54	24	144

- Total respondents: 234

Are there any other things you think we should be trying to achieve?

Themes from free text responses.

Survey - unable to use interface	9
Congestion related to school drop-off / pick-up	5
Pedestrians and/or cyclists should be prioritised over other modes and road users	5
Cars and motorists should be prioritised over other modes and road users	5
Buses don't run when they're needed - comments on frequency and timing	4
Road maintenance should be improved	3
Congestion / traffic levels – negative comments	3
Buses don't run where they're needed - comments on routes and stop locations	3
Issues relating to horses	3
Cycle storage / security - negative comments / desire for improved provision	3
Bus fares / ticketing - negative comments	3
E-scooters and e-bikes – positive comments / desire for availability as a legal option	3

Raised in one or two comments:

- Bus station - negative comments / desire for improvement

- Car dependency – negative comments / examples of economic and social impacts
- Comments on policy decisions taken by national government
- Cycle / shared use infrastructure - positive comment
- Free parking - negative comments
- General criticism of survey / Council / Bedford
- Highway design – negative comment
- Integration should be improved between rail, bus and other modes
- Land use and development – problems arising from low density development
- Non-car options should be prioritised
- Out-of-town shopping: access should be improved
- Parking - inadequate provision for households
- Parking generally – negative comment / desire for improved provision
- Parking in town – negative comments / desire for improved provision
- Pedestrianisation or reducing lane capacity – negative comments
- Road works in general - negative comments
- Rural population's transport needs should be better addressed
- Safety concerns when cycling
- Safety concerns when walking
- Trains - connections / destinations / accessibility (negative comments / desire for improved provision)
- Trains - cost (negative comments)

19. Which five of the following options would be the best ways of delivering better transport and travel in Bedford?

Note: respondents were asked to mark their top priority issue as 1, next priority as 2, and so on, down to their fifth priority.

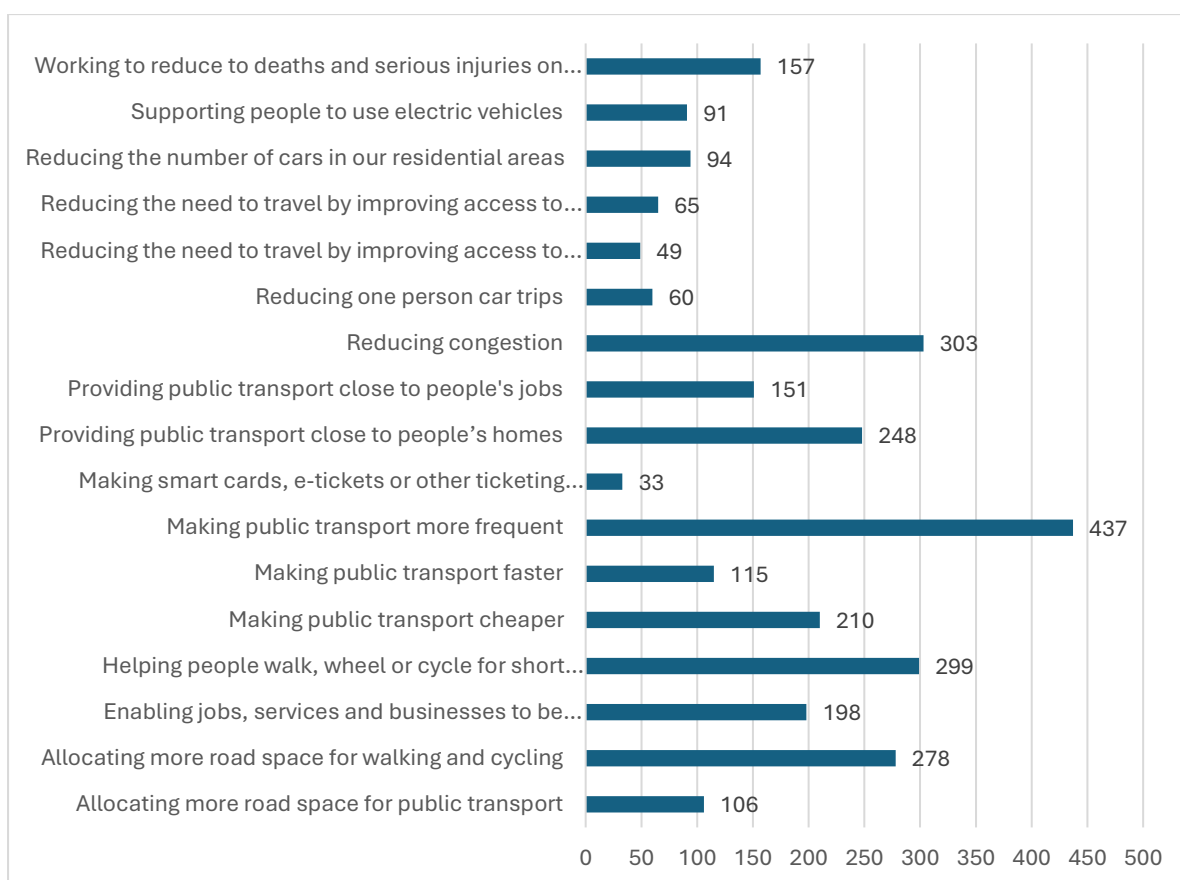
Each item has been given a score based on respondents' selections: 5 points for a top priority selection, 4 points for second, and so on. Total respondents for this question were 235, so the nominal maximum possible score was 1,175.

The table below shows the points scored for each priority option, not the number of respondents who selected it.

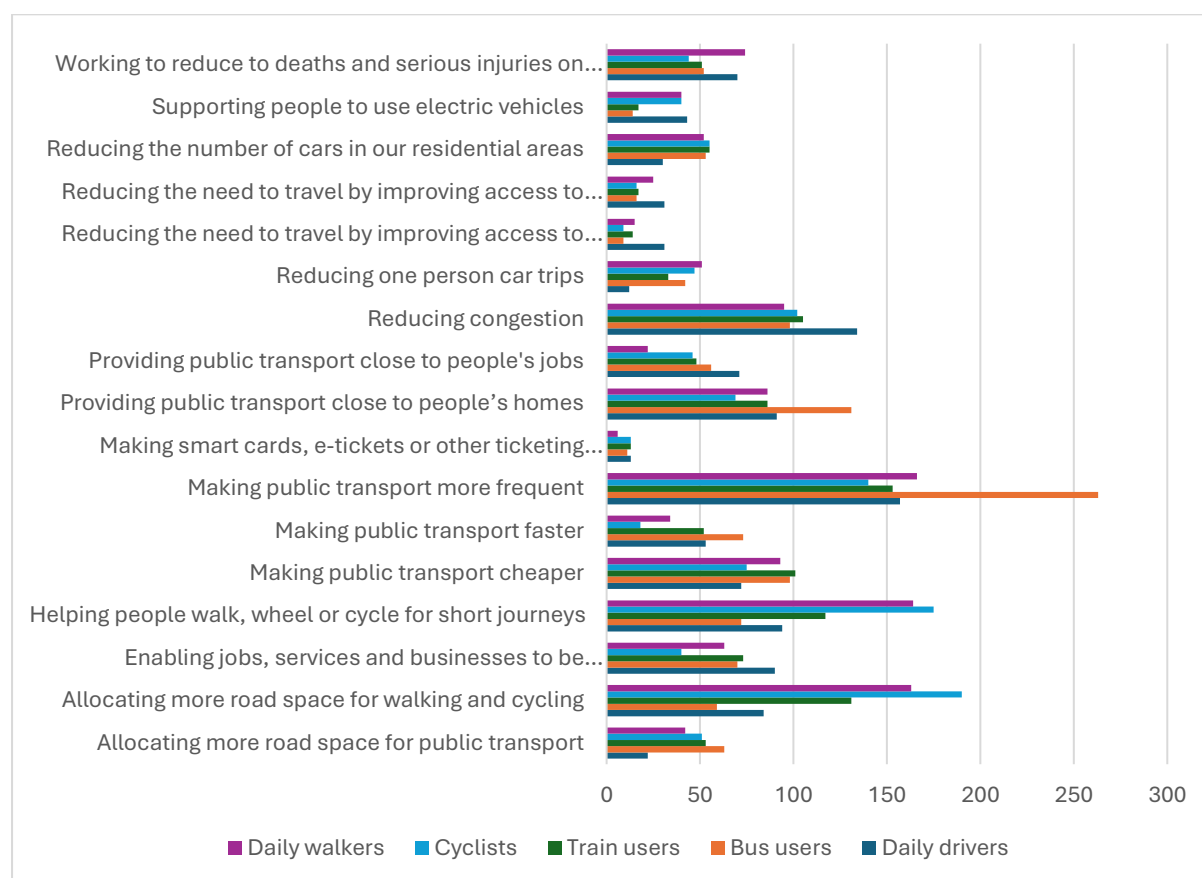
As with question 18, a small number of respondents were unable to complete this question on their Android devices.

	1st	2nd	3rd	4th	5th	TOTAL
Making public transport more frequent	155	128	99	42	13	437
Reducing congestion	210	32	36	18	7	303
Helping people walk, wheel or cycle for short journeys	135	84	36	34	10	299
Allocating more road space for walking and cycling	115	72	66	16	9	278
Providing public transport close to people's homes	75	64	60	38	11	248
Making public transport cheaper	75	60	36	28	11	210
Enabling jobs, services and businesses to be located in well connected places.	70	64	30	24	10	198
Working to reduce to deaths and serious injuries on our road network	80	24	39	6	8	157
Providing public transport close to people's jobs	30	44	48	22	7	151
Making public transport faster	35	32	27	16	5	115
Allocating more road space for public transport	30	48	15	8	5	106
Reducing the number of cars in our residential areas	10	40	24	14	6	94
Supporting people to use electric vehicles	20	28	24	12	7	91
Reducing the need to travel by improving access to services offered online at home/work	35	12	12	4	2	65
Reducing one person car trips	15	8	21	10	6	60
Reducing the need to travel by improving access to high speed internet at home/work	10	24	6	6	3	49
Making smart cards, e-tickets or other ticketing options available on public transport	0	8	3	12	10	33

- Total respondents: 235



The chart below shows the same results as above, broken down by sub-samples of respondents who use different modes (totals have been weighted to reflect the differing size of the various sub-samples, so the response rates from each group are comparable).



19. What is currently the best thing about travel and transport in Bedford?

Nothing (or hardly anything)	32
Something (specified)	282

Responses disaggregated by theme

Nothing (or hardly anything) is good about travel and transport in Bedford	32
Cycle / shared use infrastructure - positive comment	31
Buses - positive comments	28
Free parking - positive comments	21
Connectivity with London – positive comment	19
Town area: walkable distances – positive comment	19
Trains generally - positive comment	19
Roads: route provision – positive comment	13
Car use - general positive comment	11
Parking generally - positive comment	10
Town area: leisure spaces / facilities - positive comment	10
Improvement schemes - positive comment	8
Buses don't run when they're needed - comments on frequency and timing	7
General positive comment	6
General criticism of survey / Council / Bedford	5
Cycle routes and infrastructure - negative comments / desire for improved provision	5
Town centre - negative comment / suggestions of 'decline' or similar	5
Buses don't run where they're needed - comments on routes and stop locations	3
Trains - cost (negative comments)	3
Rural population's transport needs should be better addressed	3
Specific suggestions	3
Off-road rights of way - positive comment	3
Road safety - positive comment	3
Town centre - positive comment	3

- Total respondents: 199

Items raised in one or two comments:

- Ampthill Road bus lane accommodates EVs / LEVs
- Appetite to use non-car options if they were available
- Bus fares / ticketing - negative comments
- Bus pass
- Bus station - negative comments / desire for improvement
- Buses - reliability (negative comments)
- Buses on-board experience – negative comment
- Congestion / traffic levels – negative comments
- East West Rail – positive comments / desire to see it delivered
- EV charging - positive comment
- Improvement schemes - negative comment
- Information provision - positive comment
- Integration should be improved between rail, bus and other modes

- Issues relating to horses
- Non-car options should be prioritised
- One-way system – positive comment
- Park and ride - positive comments / support for P&R
- Parking generally – negative comment / desire for improved provision
- Parking in town – negative comments / desire for improved provision
- Pedestrianisation – positive comments / desire for more deployment
- Provision for people unable to use public transport - positive comment
- Provision inadequate for larger / modern cars
- Road maintenance should be improved
- Road works - negative comments on specific schemes
- Road works in general - negative comments
- Safety concerns when walking
- School Streets
- Speed restrictions – negative comment / desire for reduction
- Traffic rules should be better enforced
- Trains - reliability (negative comments)
- Travel information – desire for improved provision
- Universal – concerns about impact

20. What is currently the worst thing about travel and transport in Bedford?

Congestion / traffic levels – negative comments	70
Buses don't run when they're needed - comments on frequency and timing	39
Buses don't run where they're needed - comments on routes and stop locations	20
Cycle routes and infrastructure - negative comments / desire for improved provision	19
Highway design – negative comment	18
Buses - reliability (negative comments)	15
Rural population's transport needs should be better addressed	14
Road maintenance should be improved	14
Specific suggestions	12
Pedestrians and/or cyclists should be prioritised over other modes and road users	12
Safety concerns when cycling	11
E-scooters and e-bikes, including use by delivery riders - negative comments	11
Integration should be improved between rail, bus and other modes	10
Traffic rules should be better enforced	9
Safety concerns when walking	8
Non-car options should be prioritised	8
Bus station - negative comments / desire for improvement	8
Appetite to use non-car options if they were available	8
Driver behaviour - negative comments	8
Parking generally – negative comment / desire for improved provision	7

Bus fares / ticketing - negative comments	7
Road works in general - negative comments	7
Trains - cost (negative comments)	6
Congestion related to school drop-off / pick-up	6
Cars - pollution / environmental impact	6
Traffic lights – negative comments / desire for improvement	6
Trains - connections / destinations / accessibility (negative comments / desire for improved provision)	5
Car dependency – negative comments / examples of economic and social impacts	5
Public transport in Bedford generally – negative comment	5
Park and ride - positive comments / support for P&R	4
Improvement schemes - negative comment	4
Cycle storage / security - negative comments / desire for improved provision	4
Parking – problems arising from on-street parking	4
Land use and development – concerns about transport impacts	4
Bus information - negative comments / desire for improved provision	4
Buses are under-utilised	4
Town centre - negative comment / suggestions of 'decline' or similar	3
Parking in town – negative comments / desire for improved provision	3
Road works - negative comments on specific schemes	3
East West Rail – positive comments / desire to see it delivered	3
Universal – concerns about impact	3
Speed restrictions – negative comment / desire for reduction	3
Free parking - negative comments	3
Safety concerns at the bus station	3
Park and ride - negative comment / opposition to P&R	3
Roads: route provision – negative comment	3

- Total respondents: 228

Items raised in one or two comments:

- Bus stops (negative comments)
- Buses on-board experience – negative comment
- Capital expenditure should be redirected to subsidising public transport
- Cars and motorists should be prioritised over other modes and road users
- Cars blocking pavements
- Comments on policy decisions taken by national government
- Cycling in town: concern at legality / perception it is banned
- Cyclist behaviour / riding standards – negative comments
- East West Rail – negative comments / concerns about impact
- Environmental concerns should be de-prioritised
- Flood risk
- Freight traffic – conflict with other road users
- General criticism of survey / Council / Bedford

- Issues relating to horses
- Journeys take too long
- Land use and development – problems arising from low density development
- Nothing (or hardly anything) is good about travel and transport in Bedford
- One-way system – negative comment
- One-way system – positive comment
- Parking - inadequate provision for households
- Pedestrianisation – positive comments / desire for more deployment
- Provision inadequate for larger / modern cars
- Railway station parking – negative comment
- Railway station: lift out of order
- Rat running / inappropriate route selection
- Road maintenance – positive comment
- Road safety should be improved
- Speed restrictions – positive comments / desire for greater deployment
- Street lighting – negative comments / desire for improvement
- Survey – concern at poor interface / accessibility
- Trains - reliability (negative comments)
- Travel and transport issues affecting women
- Younger people.

Themes across all free text answers

The free text answers were all analysed using the same coding scheme. We can therefore present an overall summary of the frequency with which each theme was raised by respondents. Over 130 individual themes were identified. In the table below, answers that attracted more than 15 responses are shown.

Congestion / traffic levels – negative comments	100
Buses don't run when they're needed - comments on frequency and timing	96
Buses don't run where they're needed - comments on routes and stop locations	66
Cycle routes and infrastructure - negative comments / desire for improved provision	66
Road maintenance should be improved	53
Traffic rules should be better enforced	42
Appetite to use non-car options if they were available	41
Safety concerns when cycling	40
Car dependency – negative comments / examples of economic and social impacts	39
Highway design – negative comment	39
Safety concerns when walking	36
E-scooters and e-bikes, including use by delivery riders - negative comments	34
Nothing (or hardly anything) is good about travel and transport in Bedford	33
Cycle / shared use infrastructure - positive comment	32
Buses - reliability (negative comments)	31
Buses - positive comments	29
Issues relating to horses	28
Pedestrians and/or cyclists should be prioritised over other modes and road users	27
Congestion related to school drop-off / pick-up	24
Driver behaviour - negative comments	24
Integration should be improved between rail, bus and other modes	23
Free parking - positive comments	22
Cars and motorists should be prioritised over other modes and road users	21
Connectivity with London – positive comment	19
Town area: walkable distances – positive comment	19
Trains generally - positive comment	19
Rural population's transport needs should be better addressed	18
Non-car options should be prioritised	17
Bus fares / ticketing - negative comments	16
Cycle storage / security - negative comments / desire for improved provision	16
Specific suggestions	16

21. How did you hear about this survey?

Email	68
Council email	24
Facebook	22
School (local / my child's)	17
Word of mouth	6
Council website	5
Social media	5
Internet	4
Cycling Campaign for North Beds	3
Council	2
CVS	2
via a councillor	2
Borough of Bedford Local Access Forum	1
British Horse Society Bedfordshire	1
British Regional Transport Association	1
Forwarded by a friend	1
Local paper	1
More than one source	1
Negative comment, did not answer question	1
Parish council	1
via a Council officer	1
x.com	1

- Total respondents: 170

Note: responses compiled from free text data.

22. How was your experience of this survey?

		%
Very good	65	25
Fair	156	61
Poor	36	14

- Total respondents: 257

23. Are you happy to complete equalities questions?

		%
Yes	188	73
No	69	27

- Total respondents: 257

24. Are you responding to this consultation as an individual, or on behalf of an organisation?

Individual	247
Organisation	3
Prefer not to say	4

25. As a public body, we have duties towards groups of people with protected characteristics, as listed below. Please tell us if you believe that any of the issues addressed in this survey could have an adverse impact on any of these groups or if you feel we could do anything specifically to address equality of opportunity for these groups

		%
None	129	65
Sexual orientation	2	1
Sex	6	3
Belief	1	1
Religion	4	2
Race	5	3
Pregnancy and maternity	11	6
Marriage and civil partnership	1	1
Gender reassignment	1	1
Disability	51	26
Age	60	30

- Total respondents: 200

Please explain or write any additional comments you wish to make in the box below.

Importance of travel for older people	14
Travel and transport issues affecting women	8
Younger people	8
Objection to, or misunderstanding of, considering equalities in relation to transport	7
Disabled people - desire for improved provision	6
Survey – concern at poor interface / accessibility	5
Car dependency – negative comments / examples of economic and social impacts	4
Issues relating to horses	4
Disabled people - examples of problems caused by transport inadequacies	4

Items raised in one or two comments:

- Appetite to use non-car options if they were available
- Balance between modes is desirable, to meet different groups' needs
- Bus stops (negative comments)
- Buses don't run where they're needed - comments on routes and stop locations
- Buses on-board experience – negative comment
- Cars - pollution / environmental impact
- Cars and motorists should be prioritised over other modes and road users
- Cars blocking pavements

- Cycling in town: concern at legality / perception it is banned
- Cyclist behaviour / riding standards – negative comments
- Environmental concerns should be de-prioritised
- General criticism of survey / Council / Bedford
- Highway design – negative comment
- Parking – problems arising from on-street parking
- Safety concerns at the bus station
- Safety concerns in car parks
- Safety concerns when cycling
- Safety concerns when walking
- Specific suggestions
- Street lighting – negative comments / desire for improvement
- Traffic rules should be better enforced

Are you happy to share details (either your own or the organisation you are responding on behalf of) with Bedford Borough Council?

Yes	183
No	71

What is your age?

		%
65+	82	32
55-64	49	19
45-54	40	16
35-44	49	19
25-34	13	5
18-24	1	0
Under 18	1	0
Prefer not to say	19	7

- Total respondents: 254

Do you have any of the following conditions? (Please select all options that apply)

		%
None of the above	151	78
Any other long-term condition	15	8
A mental health condition	4	2
A physical disability	12	6
A sensory disability	7	4
Learning difficulties	4	2

- Total respondents: 193

What is your sex?

		%
Male	120	55
Female	98	45

- Total respondents: 218

How would you describe your gender?

		%
Male (including transgender man)	105	55
Female (including transgender woman)	83	44
Non-binary	0	0
Undecided	0	0
Other	2	1

- Total respondents: 190

What is your ethnic group?

		%
Asian, Asian British or Asian Welsh: Bangladeshi	2	1.0
Asian, Asian British or Asian Welsh: Chinese	1	0.5
Asian, Asian British or Asian Welsh: Pakistani	0	0.0
Asian, Asian British or Asian Welsh: Indian	5	2.5
Asian, Asian British or Asian Welsh: Other Asian	0	0.0
Black, Black British, Black Welsh, Caribbean or African: African	0	0.0
Black, Black British, Black Welsh, Caribbean or African: Caribbean	1	0.5
Black, Black British, Black Welsh, Caribbean or African: Other Black	0	0.0
Mixed or Multiple ethnic groups: White and Asian	1	0.5
Mixed or Multiple ethnic groups: White and Black African	0	0.0
Mixed or Multiple ethnic groups: White and Black Caribbean	1	0.5
Mixed or Multiple ethnic groups: Other Mixed or Multiple ethnic groups	2	1.0
White: English, Welsh, Scottish, Northern Irish or British	175	86.6
White: Irish	3	1.5
White: Gypsy or Irish Traveller	0	0.0
White: Roma	2	1.0
Other White	8	4.0
Other ethnic group: Arab	0	0.0
Any other ethnic group	1	0.5

- Total respondents: 202

Which of the following best describes your sexual orientation?

		%
Heterosexual / straight	176	97
Gay woman / lesbian	1	1
Gay man	0	0
Bisexual	4	2
Other	1	1

- Total respondents: 182