






**1. Are you aware of punt operators selling tickets on the streets?**

		Response Percent	Response Count
Yes		100.0%	39
No		0.0%	0
answered question			39
skipped question			0

**2. Have they had any effect on your business?**

		Response Percent	Response Count
Yes		50.0%	18
No		50.0%	18
answered question			36
skipped question			3

**3. If yes, has it been a positive or negative effect?**

		Response Percent	Response Count
Positive		20.0%	3
Negative		80.0%	12
answered question			15
skipped question			24

#### 4. Please explain or add any additional comments

	Response Count
	28
<b>answered question</b>	<b>28</b>
<b>skipped question</b>	<b>11</b>

#### Q4. Please explain or add any additional comments

1	too many touts in general	Aug 4, 2011 3:37 PM
2	They crowd the doorway and sometimes customers can be intimidated Bring a lot of business to quayside There are too many! Quayside is fine, but the unlicenced guys are a nightmare - always rude and obnoxious, take business from the legitimate companies Can;t walk through town without being constantly harrassed	Aug 4, 2011 3:37 PM
3	Very negative. They obstruct entrance from outside The seek shelter in the shop in bad weather they try to pursue customers into the shop they suggest to thier customers that they should shelter in our shop They are noisy and disruptive They congregate outside of the shop deterring potential customers they make working in the town centre very unpleasant as they cause obstruction, they behave loutishly, and you can be stopped many times a day, seven days a week, throughout the year those that smoke do so outside our entrance which drifts in making the atmosphere unpleasant We have had occasions when touts shelter from the rain inside out shop and are rude and aggressive when approached by our staff as a "pack" together when business is quiet they can be quite foul-languaged and threatening They lie to potential customers Some of them sing loudly right outside our front door when they're bored	Aug 4, 2011 3:35 PM
4	Very threatening for customers/ tourists when groups of 6 or more harrassing them. Regularly see people getting annoyed been asked so many times. Also had to ask touts to move away from shop door way putting potential customers off	Aug 4, 2011 3:29 PM
5	Better than was. Not really a problem to us	Aug 4, 2011 3:28 PM
6	Sending us customers	Aug 4, 2011 3:27 PM
7	the punt touts annoy visitors to the City - On one day I counted 24 between Corpus Christi and Gt St Marys. We ratepayers fund the work of the tourist info office, the purpose of which is to WELCOME our visitors	Aug 4, 2011 3:27 PM
8	Sometimes a bit hassly even to we residents/retail workers - offputting (locals avoid Kings Parade on Sats if they can) Witness some of teh ticket sellers "pouncing" on tourists who have bought thier tickets and telling them they could get them a better deal if they take the arranged ticket back for refund. Very confusing to tourists who may be using English as second language Some of the ticket sellers look a bit scruffy - no uniform! Tshirt to say who they work for, smoking cigarettes, being a bit loud (toutish is the word that springs to mind!)	Aug 4, 2011 3:25 PM

**Q4. Please explain or add any additional comments**

9	Draw people to this side of town Too many - possibly intimidate potential customers (scare them away)	Aug 4, 2011 3:19 PM
10	They only by personal belief reccomend my restaurant and are regular guests with me and are an integrel part of Bridge St Life	Aug 4, 2011 3:18 PM
11	I am well aware that they add to the Cambridge atmosphere, but feel if they wore a uniform and looked more the part they might not scurry customers past shops (they want to get away) with a uniform they would look more professional and less intimidating.	Aug 4, 2011 3:17 PM
12	There are far too many They are not good ambassadors for cambridge as we have overheard conversations with tourists and they do not know enough about Cambridge in general to be any help They can't tell the difference between tourists and residents - I have been asked several times even when I'm carrying a briefcase	Aug 4, 2011 3:15 PM
13	Our business relies a lot on tourists and passing trade, and I feel the constant hassling of tourists by the punt ticket sellers is driving away business	Aug 4, 2011 3:14 PM
14	Sometimes prevent customers looking in the shop window or coming into the shop	Aug 4, 2011 3:13 PM
15	i thought punt touts were restricted to a radius near thier base, ie at Quayside, but they are touting quite far from this and I think thier customers are confused as to where to get on the punt. Most of the touts are dressed very shabby and congregate around Great St Marys Church (Up to 10 of them) Lookin glike youths with nothing better to do! They should dress more appropriately - they look worse than the homeless people/big issue sellers!! They pester tourists, even when they have clearly said that they don't want to go punting the touts stillhassle and follow them	Aug 4, 2011 3:12 PM
16	There are too many and appear to pester visitors, but I am not sure if it is a big problem. I can't say if it has effected the business, it doesn't appear to have a negative effect	Aug 4, 2011 3:09 PM
17	There are a lot more punters/ touts around the round church area and leading down St Johns and Trinity Street area compared to before council restrictions on Quayside. These areas should be considered as areas that need rules aswell	Aug 4, 2011 3:08 PM
18	they do not really effect our business and are often used as an example of what to do when in cambridge when tourists ask our members of staff	Aug 4, 2011 3:06 PM
19	they can be quite aggressive. Hassling potential customers , taking potential business away from the store. I have seen punt touts arguing and nearly having a fight on the street. They can be scruffy, smoking, drinking and a general pain! Not a good advertisement for Kings Parade	Aug 4, 2011 3:05 PM
20	Have told people that the college is closed when it isn't which indirectly effects us	Aug 4, 2011 3:03 PM
21	We do get customers purchaing drink to take on the punts However, punt operators use aggressive selling techniques and are considered a nuisance by locals	Aug 4, 2011 3:02 PM
22	Both pos and neg	Aug 4, 2011 3:02 PM
23	the punt people are part f the makeup of Kings Parade	Aug 4, 2011 3:01 PM

#### Q4. Please explain or add any additional comments

24	Probably too many touts, sometimes very aggressive! Selling going on which does not give a very good impression to some of our tourists. Witnessed several times the heavy sale and actually takinkg people by the arm etc. Can't understand why it is necesrsary to have so many people selling the trips as this does get a bit dog eat dog	Aug 4, 2011 3:01 PM
25	on the shop side of Kings Parade a lot and although they know not to do it they do keep coming back	Aug 4, 2011 2:59 PM
26	the punt touts are VERY annoying	Aug 4, 2011 2:58 PM
27	Very intimidating if you are walking down kings parade - a big incentive to avoid this part of town	Aug 4, 2011 2:58 PM
28	And they pay no contribution to the city in taxes and staff often have no loyalty to the city. We pay high rates and rent and pay for staff, therefore depend on passing trade, not just tourists but residents, who are generally completely fed up with being harrassed, so therfore they do not come here anymore. And we high taxes	Aug 4, 2011 2:57 PM